

# MYC Customer Satisfaction Survey 2016

## Q13 Do you have any other comments, questions, or concerns?

Answered: 44 Skipped: 65

#	Responses	Date
1	I still have concerns about the service from the Rocks. When we come in from Saturdays racing there is no food, they use to always supply hot chips but they say they don't have a chef on at that time! Very disappointing for club members buying drinks and the dim sims were a very poor substitute this is a small complaint but this kind of stuff just niggles and annoys people. I'm sure a chef doesn't have to cook chips ! The lunches and breakfasts supplied and some of the Thursday dinners have been much better.	2/26/2016 1:04 PM
2	Very happy with the club to date. My membership is less than one month old, so it is difficult to provide detailed feedback at this stage.	2/24/2016 4:23 PM
3	Love that i can get food and -coffee so often -huge plus ! On my days off often have breakfast there after gym , after work drop in to ask questions about sailing things to all the sailors there after work ...and it is a huge safety plus for me knowing someone on the balcony especially Mike Tonkin is there seeing what things I am doing or trying to do sailing ...I feel safer at MYC than at RMYS when sailing because I am in view to patrons .	2/23/2016 5:41 PM
4	The lounge is outdated. could benefit from a couch nice table and chairs and paintings...could be brighter and more welcoming. bathrooms good.bar service great. Rod, Jan and Kerry have been fantastic to make me feel part of the place. More male members..younger.	2/23/2016 2:33 PM
5	Great club with plenty of opportunity to sail in twilights races and weekend races.	2/21/2016 7:12 AM
6	I am very happy to have a continuing connection to the club	2/20/2016 2:26 PM
7	A visitor will find it snobby or unfriendly. Members are reluctant to engage or be friendly to new members or visitors	2/20/2016 10:50 AM
8	Keep up the good work. Manager a must.	2/19/2016 1:57 PM
9	Club culture is excellent especially the service, helping and contributions. People just willingly help out and its wonderful.	2/19/2016 11:45 AM
10	My ratings are not to be taken too seriously as I have yet to get know how the club operates and fully understand the facilities it offers. So far so good though. I've found members that I've approached to be friendly and willing to assist with any queries that I have.	2/19/2016 10:08 AM
11	boat storage could be a bit better	2/19/2016 9:53 AM
12	The friendly atmosphere has gone out of the Club in the last 2 years. There can be no open discussions around the Club - good/bad in case it is misunderstood and reported back to the office incorrectly, as one such case was. This creates very bad feelings among Club Members and is not good for MYC atmosphere in general. When I first joined MYC it was a wonderful place to be and hopefully it will get back to being a fun, relaxing place, as it is a Great Club. Also, there has not been many Social events in the last 2 years as there was in the past. The ones they have offered, other than the Trivia Night ,have been too expensive and I believe not value for money. There should be more acknowledgement of the Boat Owners who take crews/ new members out week after week.	2/19/2016 7:59 AM
13	The race day bathroom/shower facilities are in extremely poor condition. There is typically only one shower in the women's facilities that 'works'. However even then it is not great. The walls of the shower cubicles have been graffitied. The flooring is lifting up. The toilet cubicles have also seen better days and often the doors can't be fully shut. I would be unlikely to recommend the club to other sailors given the poor quality of the facilities provided to those using them on race days.	2/19/2016 6:45 AM
14	Actively support a culture of life jacket wearing in the harbour on tenders and on yachts without lifelines.	2/18/2016 11:14 PM
15	I am glad to see more women my vintage joining the club and learning to sail	2/18/2016 10:18 PM
16	Why was the slipway not maintained and kept safe?	2/18/2016 8:49 PM
17	On water race management needs more support for Saturday Keelboat/Etchells/Flying Fifteens. Reliance on a rotational volunteer team of race officers makes it difficult at best to lay a race course including hitch marks, let along be in a position to adjust courses for variable winds. It must also be frustrating to the wonderful volunteers that turn up week in week out. Consideration of the ingredients that makes Thursday twilight sailing so popular with repeatedly strong participation needs to be reflected on the Saturday race program to increase involvement from keen racers, weekend warriors and those simply wanting to learn to sail.	2/18/2016 6:59 PM

## MYC Customer Satisfaction Survey 2016

18	No	2/18/2016 6:54 PM
19	the club seems to consist a number of smaller groupings rather than an over all cohesive "club"	2/18/2016 5:34 PM
20	Wifi please!!!!	2/18/2016 5:29 PM
21	The Club has for the last 5-7 years (approx) had a great focus on the lifeblood of the club - Junior Sailing. The other water/non-water based programs and interests are continuing to develop well for all other members in my opinion. I'm very proud to be a part of Team MYC and completely support the current direction and acknowledge and applaud the work being done by the General Committee and Club executive.	2/18/2016 4:14 PM
22	We are very happy that we become the members of this club.	2/18/2016 3:30 PM
23	I think Rod is a good club manager. Although he was pretty tough when he arrived. He has made it easier for me to organise boats etc.	2/18/2016 3:10 PM
24	Social functions are expensive Other clubs have table service for great meals at reasonable prices & high participation rate for post event meals	2/18/2016 3:04 PM
25	I live in the eastern suburbs of Melbourne. I visit the club most Saturdays to sail. I go to the bar maybe 5 times a season, and I do not make use of any other facilities. I have never picked up my key from when I joined 5 or so years ago. So therefore I do get a bit put out by the cost of my membership as I do not see huge value for money, esp since I am not a local. It is also a huge amount to pay in one go.	2/18/2016 2:56 PM
26	It's great the club engages in getting local and championship regattas held at the club, but sadly it comes at a cost to our members who store and crew boats in the yard during summer, races have been cancelled and boat owners been asked to remove the boats from the yard to accommodate these events in previous years. All good to support the club in these endeavours but need to see more of the club supporting its members during these times.	2/18/2016 2:51 PM
27	in general the club activities are directed towards higher profile classes - larger yachts, etc. In the past money has been wasted pursuing marina under the guise of safe harbour. At member level it is difficult to see if club funds have been expended in the best interest of the majority of club members.	2/18/2016 2:50 PM
28	This needs to be a blind survey without personal details	2/18/2016 2:47 PM
29	Very "clucky" club. Difficult to break into friendship groups when you are not a boat owner but only a crew member. Have found this since joining 11 years ago.	2/18/2016 2:37 PM
30	I am concerned that the club is more of a commercial venture than a club while some individuals are treated differently commercially than others	2/18/2016 2:31 PM
31	Downstairs change rooms are in need of renovation. Anything the club can do to encourage a safe harbour / marina will help to compete with Safety Beach and clubs like SYC.	2/18/2016 2:17 PM
32	Volunteers should be given a drink at the end of their shift. We need to communicate changes better. I still am confused about day passes. We need to keep selling our good work with the community to the community. The safe harbour work was badly handled both as a cost to members and community feelings	2/17/2016 12:07 PM
33	General feeling and comments that you have to be out of the club grounds to have fun.	2/17/2016 7:56 AM
34	After several years of capital levies, the female change room remains a disgrace and an embarrassment. What about getting the basics right - for sailors, before building new decks, etc.	2/16/2016 8:22 PM
35	We need to grow the keel boat fleet back to where it used to be. I know the Club is trying to do this.	2/16/2016 8:21 PM
36	This survey does not address the issues of low member attendance, low sailing numbers on Saturdays especially amongst etchell class who promise so much and lack of enthusiasm from all but a small percentage members who sail regularly and the volunteer situation both on and off the water.	2/16/2016 7:03 PM
37	Lack of social club functions and Saturday results when people have finished more face of committees are needed.	2/16/2016 5:31 PM
38	The atmosphere at the club has gone down in the last 2 years. There are a lot of people not happy with what the Club is offering socially for members.	2/16/2016 5:23 PM
39	When will moorings be available to rent/buy by members	2/16/2016 3:55 PM
40	The reality is the club is run mostly by guys like Steve Bardsley and his like group and they do a great job. Without them there would be no racing or sailing. We can always do better. Maybe Steve should be hoisted to legend status, he can be a prickly guy at times but you can't help liking the guy he does rule the club racing admin. On another issue does it concern the club that we have a large junior sailing program and it looks well run. But there is a disconnect with where these juniors go at the end of the program. The sailing regular members group is ageing compared with past times. The Club is well run but the concern is the number of boats sailing regularly.	2/16/2016 3:41 PM

## MYC Customer Satisfaction Survey 2016

41	I would like to see better and more up to date building and decor. It is looking tired I realise a lot of voluntary work is continually being done to keep things maintained and in working order but think it is time to revamp. The culture and assistance is friendly and the staff are extremely responsive so our club needs to reflect through its premises.	2/16/2016 3:35 PM
42	Can the storage of tenders in the yard be improved? Can the outboard motor shed be cleaned out making for easier access to motors.	2/16/2016 2:26 PM
43	MYC seems to be led by a vigorous and competent team at present - Well done all.	2/16/2016 2:21 PM
44	Bar and food prices very high. Not enough interest in social and non-sailing members	2/16/2016 8:26 AM