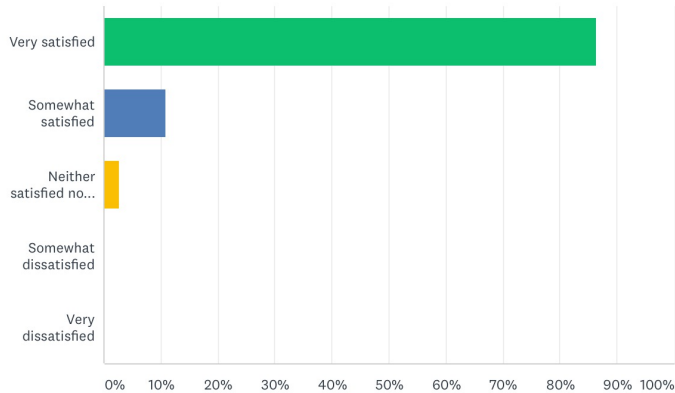


CAPE NEDDICK WOMEN'S LEAGUE SATISFACTION SURVEY RESULTS 2017

Q1. Overall, how satisfied or dissatisfied are you with the CNWL?

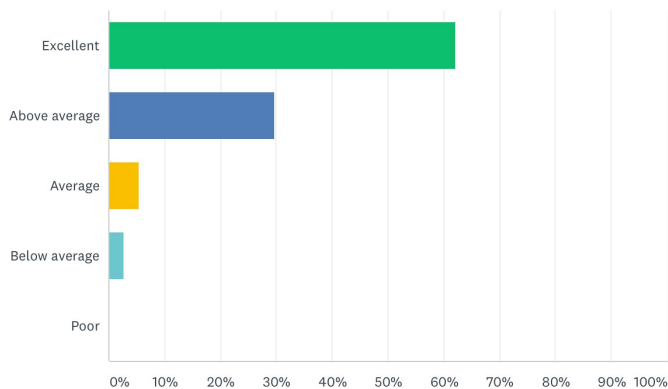


| ANSWER CHOICES | RESPONSES |
|------------------------------------|-----------|
| Very satisfied | 86.49% 32 |
| Somewhat satisfied | 10.81% 4 |
| Neither satisfied nor dissatisfied | 2.70% 1 |
| Somewhat dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.00% 0 |

Q1 Comments

1. Well done
2. you guys did a great job organizing it
3. It is enjoyable, and it is nice playing with different groups every week.
4. It was my first year, and I thought the league was really nice. Everyone was very friendly, and I loved the way it is set up.
5. Wish it was 18 holes.
6. I love the comradery

Q2 How would you rate the value for money of playing in the CNWL?



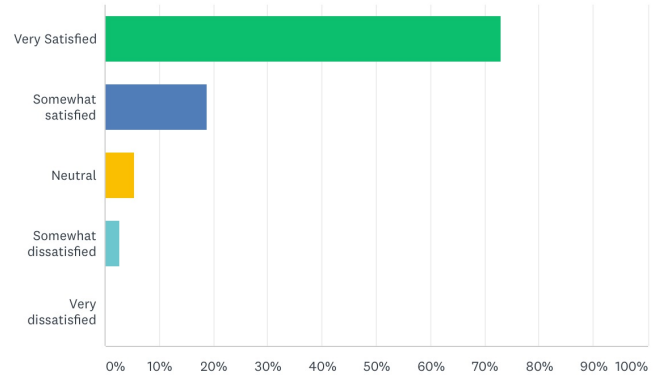
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Excellent | 62.16% 23 |
| Above average | 29.73% 11 |
| Average | 5.41% 2 |
| Below average | 2.70% 1 |

Q2 Comments

1. don't think it's a lot of \$\$\$\$ at all
2. Fine but for the cost of the final play and banquet was high. The food served was not worth the cost.
3. The banquet especially was mediocre food for \$28.
4. It would be helpful to have a breakdown of the budget on the website

Q3. How satisfied were you with the pace of play?

Answered: 37 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very Satisfied | 72.97% 27 |
| Somewhat satisfied | 18.92% 7 |
| Neutral | 5.41% 2 |
| Somewhat dissatisfied | 2.70% 1 |
| Very dissatisfied | 0.00% 0 |

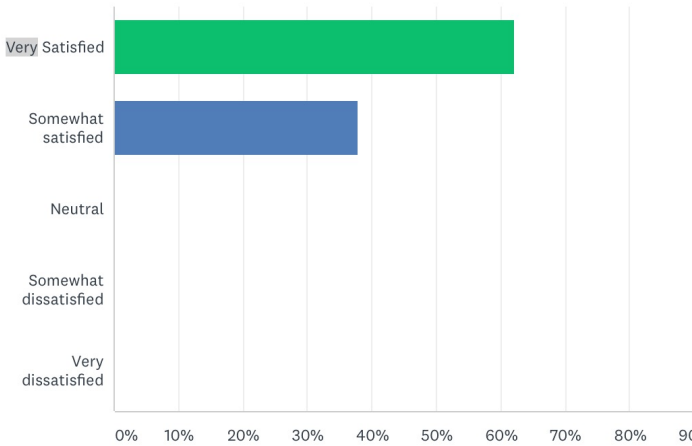
Q3 Comments

1. been better, but was ok
2. Very satisfied most of the time. Occasionally you do get behind a slow group.
3. Some weeks better than others. The only way to speed it up is to make sure that players realize they can pick up when they are past the strokes to win net points. Pick up, move on.
4. Some nights were a little long on the back depending on the grouping
5. Only experienced slow play a few times. Maybe less 'ghosts' on the front nine and more on the back

Continued

CAPE NEDDICK WOMEN'S LEAGUE SATISFACTION SURVEY RESULTS 2017

Q4. How satisfied were you with the format and schedule? (Start time of 4:15pm, beginning and end of season, scoring methods, scorecards, use of the "back nine", increased number of players in the league, shot gun start, etc.)



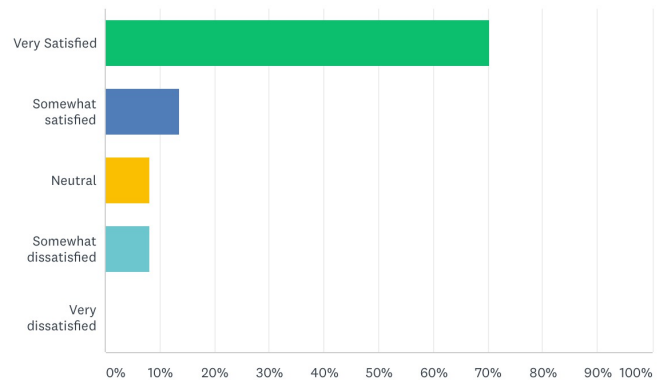
| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very Satisfied | 62.16% |
| Somewhat satisfied | 37.84% |
| Neutral | 0.00% |
| Somewhat dissatisfied | 0.00% |
| Very dissatisfied | 0.00% |

Q4 Comments

1. Not crazy about the back nine :)
2. would hope the handicaps reflect difference in front and back nine
3. wish it would start a little earlier, but understand some work!
4. I would prefer starting at 4:00 pm. But the 4:15 did work ok.
5. Would like to play longer into September. Subs were hard to get, so would like to see a change in format
6. Score cards- great Back 9 was slow Shot gun start is good Time is good
7. Liked having the rules on the back of the score card
8. Feel that this format fits the needs of most players in the league. Anyway, the league could take over the fun game? Seems like they play the same point quota every week.
9. Changes in schedule was week to week.... realize that is a very difficult job!
10. I feel the Pro Shop could do a better job at picking games to play and advertising each week's game to generate enthusiasm.
11. Would love a little bit earlier start time. 3:30-4?
12. team scoring method drop 2 low points Less teams make sure everyone shares the same # of back nine play since it's about points not score Some people don't like giving up their scorecard - if card does not have 2 signatures it may be disqualified?
13. Liked playing with a variety of people of all different skill levels
14. Especially pleased to play the back nine again.

15. Would have liked to have the team standings in the Ladies bathroom. I never knew how my team was fairing. I may have missed it but I checked a couple of times and never saw it
16. Like Kathi Mullins suggestion of having less teams and dropping the lowest two scores so that absences and ghosts don't skew the scores.

Q5. How satisfied were you with the opening and closing banquets (cost, meals, content, coverage of rules / Bylaws, etc.)?



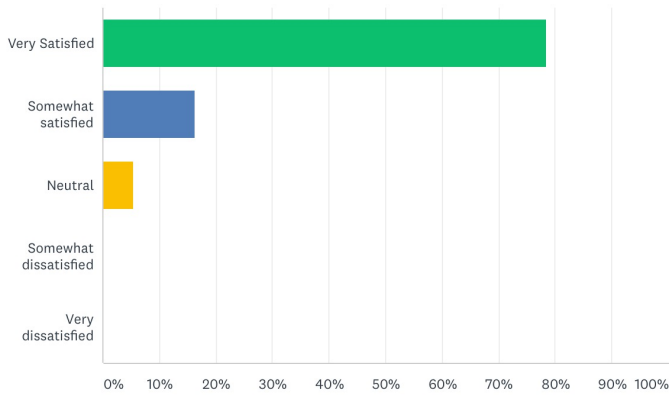
| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very Satisfied | 70.27% 26 |
| Somewhat satisfied | 13.51% 5 |
| Neutral | 8.11% 3 |
| Somewhat dissatisfied | 8.11% 3 |
| Very dissatisfied | 0.00% 0 |

Q5. Comments

1. FOOD: Cost a bit high for what we got...swordfish overcooked, rice was dry. RULES: I would like to suggest a "Rules Clinic" mandatory before League. I can make up a "pre-test", then we go over the answers, and have a fun "post-test". Ladies not knowing the rules slows play!!
2. The weekly buffets were better
3. The golf pro, Dustin, should be there opening banquet to go over basic rules and take questions.
4. Closing meal was poor. Salad was skimpy, the meal was overlooked, and the starch was like paste.
5. Very relaxed, excellent food...think there could be more done with helping folks with rules of game
6. LOVED the festivities surrounding the closing banquet. And enjoyed sitting with my team. Maybe mid-season we could do something with our team.
7. Cost of closing banquet a mystery - the food was not up to standard.
8. Rules and Bylaws need to be reviewed
9. Look at eliminating 'only allowed two missed plays' things happen and its vacation time. I would extend the time allowed to three especially if teams can drop 2 scores per week. Rain delayed - should not be allowed. All Players can't wait for 45 minutes. Of course, This would be reviewed if there was multiple rain delays or rain outs.
10. I wasn't at the opening, but thought the food wasn't that good for the price at the closing.
11. The meals are overpriced. The service was poor - some people had finished dinner before others were even served at the Fall banquet

CAPE NEDDICK WOMEN'S LEAGUE SATISFACTION SURVEY RESULTS 2017

Q6. How satisfied were you with the course conditions and facilities (the course itself, locker room, storage lockers, carts etc.)?

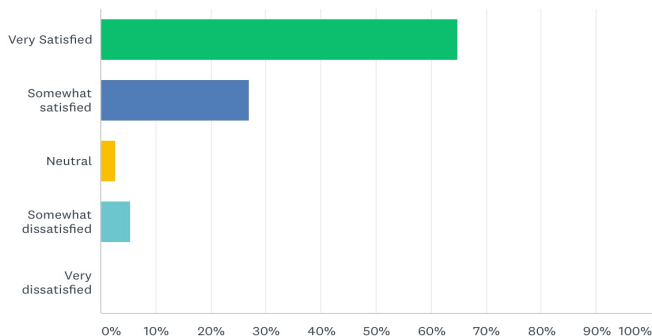


| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very Satisfied | 78.38% 29 |
| Somewhat satisfied | 16.22% 6 |
| Neutral | 5.41% 2 |
| Somewhat dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.00% 0 |

Q4. Comments

- The staff and greens crew did all they could to keep the course in good condition.
- Some of the rained-out matches should have been played; also, would have liked to have seen Dustin or Ryan be onsite for league matches for questions. I felt like we weren't a priority.
- Ladies bath room need updating.
- maybe someday the women will get an upgrade to the locker room!!
- Carts should be a little bit cleaner inside.
- Order new push carts please

Q7. How satisfied were you with the staff and services provided by Cape Neddick Country Club? (Pro Shop, products, variety, cost, service, food & beverage, etc.?)



| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very Satisfied | 64.86% 24 |
| Somewhat satisfied | 27.03% 10 |
| Neutral | 2.70% 1 |
| Somewhat dissatisfied | 5.41% 2 |
| Very dissatisfied | 0.00% 0 |

Q7. Comments

- Pro shop very helpful. Food service mostly satisfied. There were issues with fingers I. Glasses and some sanitary issues. However overall a good experience.
- Sorry I answered this with my previous answer. I wasn't happy.
- Great job with food this year.
- More variety and lower prices for women's clothing may give you more sales
- Great job by restaurant - loved the buffet ideas
- Too many skirts, not enough shorts for Ladies in Pro Shop!!
- Would like more selections for women in the pro shop?
- Pj was the best in pro shop. The rest could leave tomorrow and I wouldn't miss them. Grill tried hard!
- Your golf pro should be there every league, at least until tee off times. Greet members, answer any questions, etc.
- Love the buffet option.
- As previous, weekly game could be better. Also, more clothes (not so foo foo) for women, size 14 etc. Pro shop personnel were great as were Pete and Jen in the grille.
- I think the food staff needs to have training on the appropriate handling of food. Cleanliness should be #1 Quality of food fair frozen chicken wings then added lots sauce Quesadilla no sides such as salsa No steamed dogs ready before play Pro shop great staff Pro shop clothes - limited sizes mostly small have sizes appropriate to league members bar staff guesses at the last name of the person ordering but worst then that, they assume they know! Check your invoice. It's been weekly joke
- Women's clothing had no shorts or pants- all skirts.
- Ladies room should be cleaned more often.
- Loved the new "buffet" style dinners. Make your own salads was perfect. This was the first year I didn't feel bad for the staff trying to keep everyone happy. With the new system, they were able to be friendly, helpful and efficient.
- I think the quality in the pub has gone down. They seem to run out of food a lot. I like the idea of the buffets after league.
- I am concerned about some of the sanitary behaviors in the pub. I have noticed staff behind the bar touching food / placing fruit into drinks with their hands after touching their faces, handling dirty dishes, etc. Because of this, I'd prefer they use toothpicks to handle the olives / fruit for drinks and wash their hands on a regular basis.

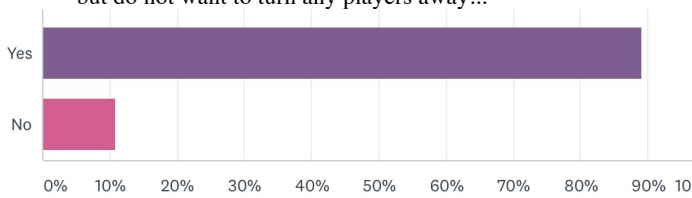
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CAPE NEDDICK WOMEN'S LEAGUE
SATISFACTION SURVEY RESULTS
2017

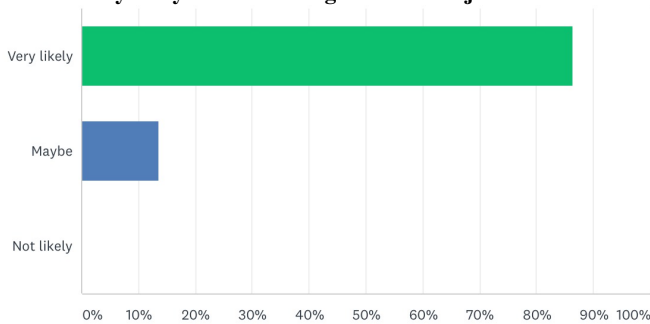
Q8. A suggestion has been made to (1) reduce the number of teams, (2) increase team size and (3) drop the TWO lowest/worst team scores each week to reduce or eliminate "ghost players" and reduce the urgency for subs each week. Would you like to implement this change?

Q8 Comments thought things were fine

1. I am not clear on eliminating 2 worst scores each week...this would happen only if the team had a ghost player correct??
2. If it can make play fair, especially for teams who might have a higher rate of absenteeism.
3. We could try it. But it may not eliminate ghost players-- cannot predict what will happen and when someone might have to drop out for medical reasons etc. And sometimes the subs don't want to become a full member to take their place. After all, we do encourage them to be subs if they can't commit to playing weekly.
4. Not sure. I do feel it was difficult having a ghost player but do not want to turn any players away...



Q9. How likely are you to encourage a friend to join the CNWL?

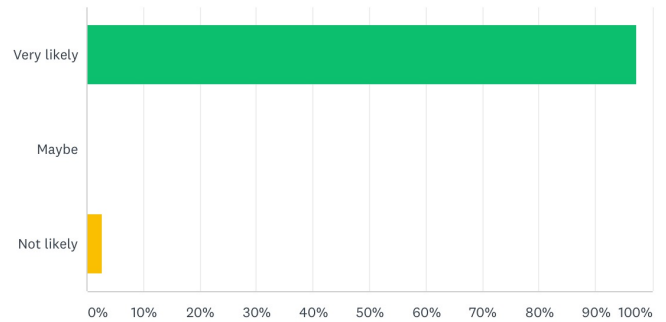


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Very likely | 86.49% 32 |
| Maybe | 13.51% 5 |
| Not likely | 0.00% 0 |

Q9. Comments

1. In the past have tried to encourage some to join, but they
2. aren't interested. Various reasons--don't like to play in the afternoon, other commitments.
3. yes, it's more about the people playing and course - great!
Not the food service

Q10. How likely are you to return to the CNWL next season?



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Very likely | 97.30% 36 |
| Maybe | 0.00% 0 |
| Not likely | 2.70% 1 |

Q10. Comments

1. You
2. God willing!
3. Wish I could but selling house in York!
4. I think CN should have a survey for members (Member member)- costly Who is asked to participate as the women's voice for the special meetings Dustin has? At least each league president or VP should be in attendance