

RESULTS OF TWO SURVEYS

AMATEUR 2011

SILVERSPRINGS GOLF & COUNTRY CLUB

Submitted by Pat Halbauer

A: Refer to survey taken at the Awards Banquet where 63/75 (90%) responded.

- a. 54% felt they got excellent value for \$160 and 35% felt satisfactory
- b. 85% felt on line registration was excellent
- c. 25% felt the continental breakfast was excellent (65% would prefer a hot entree)
- d. 52% felt the on course snacks were excellent (hard boiled eggs & brownies were favourites....no peanuts please as allergies, and more fruit)
- e. 86% felt the banquet meal was excellent

Issues:

- Three groups of four due to numbers of participants slowed play
- Necessary for lift, clean and place rule due to extreme rain the week leading up to the tournament resulted in slower play than usual.
- Withdrawal after the entry deadline and expect refund – clearly indicate date after which no moneys are returned.

Recommendations:

- Make the course less challenging as too long and too difficult for most of the field
- Ideal grouping is three, if not possible choose to group in twos instead of fours.
- If unable to field 96 players two weeks prior should the tournament be open to players outside of the CLGA membership?
- Less rigid with rules officials; example let players assist one another up hills if one has a cart and the other does not.
- Identify first time players and make sure they have a positive experience. On the survey 25% of the field played in one or two Amateur Tournaments

B: Summary of comments from Survey done on the CLGA web site, written and administered by Heather Sreaton.

The response field was split into three categories:

1. Persons who played in 2011
2. Persons who have never played in the Amateur.

PERSONS WHO PLAYED IN 2011 (Response of 29)

- Person who is responsible for slow play should be penalized, not the entire team. **Recommend: Avoid foursomes at all costs. If necessary have a pair of twosomes.**
- Make adjustments of playing time if the lift, clean, place rule is in effect.
- Player in second flight could be competing for overall champion and if so scores should be posted along with the scores of the first flight on the final day.
- Rules officials should be prepared to give options when asked to do so. Unclear with respect to hitting a provisional and hitting a ball which becomes the ball in play. **Recommend: Debriefing with officials and tournament chair after each days play**
- Invite the female pros to play mixed in with the amateur players but having their own "competition"
- Identify first time players and make sure they have a positive experience.
- Overall felt the tournament was well managed and the wine draw prizes were a novelty and well received.

PEOPLE WHO HAVE NOT PLAYED BEFORE:

- I thought my factor was an issue, now I realize it is not...plan to play in 2012
- I am 66 years old and I thought this was for young players only
- Excludes working women as it is during the week/students have exams in June **Recommend: Consider alternate dates of tournament.**
- New club member (23hcp)I was unaware this tournament existed.
- Golf professionals and ladies section need to promote tournament more.
- Get ladies excited about the 2012 season before this year is up.

