



## Member Survey 2019 Comments

### If you could run the golf club for 1 year, what 3 things would you change / implement?

- Make new fairway bunkers on the 11th 2. Repair a few of the teebox 3. Kitchen opens earlier on Sat/Sun mornings
- Have a semi rough,
- Have a yearly member's appreciation night.
- Yearly / more course improvements
- Increased help/instruction for first time golfer/members. Other than that there is nothing I would change
- More 9 holes, golf prizes for competitions instead of money
- Local run to have a drop for tyre tracks
- No heavy machinery close to the greens
- Would like to see a lot more of the membership supporting the club in Bar, lotto, social events, it would then become more prosperous club.
- If you don't show up for a tee time and have left your name in you must be charged for taking up a slot! Also if you have a peak tee time you must play in the competition
- More sand in bunkers, better/level tee boxes
- More social events for younger members
- Attract other business to the club EG. Weddings or Commercial business, Family Fun Days, Target golfers & new members via social media, Try and make course more playable in winter.
- Sort out paths.
- More accountability for council members
- Better signage
- Regular rules reminders/clarifications including Moyola specific explanations.
- Give every member one four ball voucher for Â£40 per year (not to be used for societies) to encourage visitors. If half members got them sold then club would be £10k up.



- 10 min tee times sat/Sunday. Tues and Thursday comps/open in the summer months. Allow chipping on the putting green (can't understand that 1). Range balls for warming up
- I would improve tee boxes , introduce a mid week 18 hole sweep that could be played anytime between Monday and Friday with a weekly result
- Competition prizes would be increased and some sort of keep sake for winning the competition rather than just a voucher
- More junior programs. Better social media push for new members. Introductory offers for new members
- Sign up for Saturday summer comps each year. I.e. avoid same players keeping best tee times every year
- Introduce more 9 hole competitions. Maybe even at weekend afternoons. Improve condition /levelling of tee boxes and quality of sand in bunkers.
- The club should consider providing some basic food/refreshments for sale at the 10th tee. Most society days have this and are usually popular. Other courses offer this and I imagine it would generate extra income for the club.
- Moyola Park is a challenging golf course, especially for elderly citizens. Ladies tees are normally in very challenging positions, in fact behind the measured requirements. This issue, in my opinion needs addressing, however I have to remind myself that I am assessing this from an elderly perspective. In order to maintain the present aging membership this should be a priority, again in my opinion.
- Major Improvements needed in Greens / course maintenance & management.. Tractors used to cut run off on backs of greens leaving huge ruts and dents, unsightly and poor when attracting visitors. Just lazy and no supervision, how hard is it to cut with appropriate mower. Tees also need looked at 9th tee was a farce and 15th is a mess.
- Slow play needs addressed, same culprits each week. Often losing two / three holes should be a yellow / red card system, with repeat offenders getting bans.
- Comp prizes on a Sunday need looked at. Joke at present. Also cat 1 has lowest numbers each week but get best gross prize, and section prize with often less than 14 entries
- Better publication of opens completions as the marketing is woeful.
- Add bunkers, fix tee boxes & add more social events
- Reduced Fees U30s/35s new / more sand in bunkers along with levelling tee boxes, drinks promotions/events etc. over golf majors to encourage members to attend club to watch helping generate an additional revenue stream.
- Upgrade Tee boxes tidy appearances throughout the course.
- Regular unused tee times especially am times members should lose that time.
- Tuck shop on the 9th for coffee/tea etc.



- Meal deals on Saturdays/open days optional when taking out card would encourage members into the club after playing.
- No free membership for certain Council members / No half price drink bought on Captains card.
- Members Fee's pay a retainer towards shop pro, I would stop pro getting anything from competition's and for the money that's paid to him he leaves shop open until 8pm through the summer therefore no need to pay a starter Mon-Fri and really don't need a starter at the weekend either everyone knows their time's and any dispute not hard to check BRS. All of the above recommendations would save club money.
- 1. Outdoor seating tables/benches at the clubhouse & putting green area to attract casual diners, visitors & families, especially for the summer months. 2. Major improvement of walkways and steps around tee-boxes from the current gravel pathways to artificial grass/all-weather soft tread surfaces. 3. Explore the development of onsite accommodation, Air B&B bookings and/or glamping facilities. Possible additional revenue stream & attracts the abundant golf tourists visiting Ireland annually. 4. Further support of Gareth Shaw's excellent cadet & junior golf programs. This is the future of our club sustainability & will further attract family membership.
- Provide visitors / societies with pitch mark repairs at the 1st tee. Roe Park does it with instructions on how to repair properly. Make takings divot bags a requirement from 1st tee also.
- General course maintenance especially tidy the overhanging branches around all tee boxes and greens. Out of bounds definition needs reviewed. Stakes just seem to stop or disappear along a hedge randomly
- Fill the bunkers with quality sand. Bunkers too inconsistent from hole to hole.
- The green keepers, weekend only membership packages, put proper sand in bunkers & new flag poles, cups and cutter, ensure that's captain's day being the main event is always a difficult completion to win, re-instate the Moyola Senior & Junior Scratch Cup.
- Course improvements
- Start a club championship
- Display honours boards
- Competitions £5 + 2s included. More scrambles and team competitions.
- Attention to detail badly lacking on golf course , generally scruffy , more advertising of clubhouse and grounds for events, the vision to get Seve here has long since been lost
- Improve tee boxes. Would collaborate more with local hotel, B&B etc. and courses to attract more visitors' players. Would try to encourage more youth members and allow female members to play at weekends.
- Aprons around the green's - no heavy machinery



- No set tee times at the weekend - Some weeks might not suit having the same tee time plus a lot of people don't show up which is frustrating. Also means if you want to play you must book on.
- Introduce more stroke/scramble events
- Clean up surroundings, improve the tees, be more proactive marketing club
- Practice areas (larger, flatter chipping green and more slopes on putting green), flatten tee boxes, introductory membership with 2/3 30mins lessons with pro and perhaps a help to buy scheme for golf clubs to take away the high value of money at the start
- More fairway bunkers improve existing bunkers, on course ranger; level out tee boxes, on course snacks/drinks sales. Viewing steps at 6th tee similar to 5th tee, cut back tree overhanging 15th green.
- Greens Convenor, Members Only Lounge, Ranger at weekends
- More team events i.e. (ladies) bring ladies tee boxes forward 20/30yards introduce lesson deals
- New membership reduced for 3years. Stock Heineken in the bar. Make tee times more accessible: Only be able to book tee times for 4-5 weeks at a time. Then have a big competition on 5/6 week and repeat this process.
- I think the persons in charge are doing their best to improve the club, taking into consideration the lack of funds available! But if I was to change anything it would probably be the sand in all the bunkers and improve the quality of the tee boxes.
- 17th tee box new mat 6th tee box vision tee time penalty for slow play put repeat offenders out later in the day
- Have Bar Promotions.
- Pace of Play
- Put the doors back in the members bar.
- Putting green beside 1st tee- new mat at 17th tee- Direct Debit option for members to help with fees. January can be a difficult month for people financially.
- More 9 hole competitions for ladies
- Ladies prizes should be more representative of number of ladies played
- Deal with slow play, better communication with members, form a separate finance committee to raise funds.
- Don't allow buggies on wet ground. Make an easier way to submit scores so less none returns (can howdidido app be used instead of having to go into and sometimes queue to submit at the bar). Also would like to see some IPA beers stocked in the bar.
- Improved tee box on 17. Improved tee boxes in Winter, Shop / Food Stand at 9<sup>th</sup>



- I don't have the answer but I would be exploring ideas of getting new members feel more welcome by existing members. At the moment apart from playing someone in an internal competition most existing members stick to their sat/sun 4 ball and don't really interact with anyone else. There are a few cliques that when I became a new member it felt a bit daunting going into the members bar. But once you get to know a few it's great.
- During each winter / spring period I would close at least 2 tee boxes, (starting with the worst - 15th and the 9th) completely re-lay them, ensuring they are perfectly flat. When visiting other courses, it becomes patently obvious that many of our tee boxes are of poor quality, both in terms of their level and condition. This is a great shame because the rest of the course is in terrific condition and a credit to the green keepers.
- The first comment to make is it is not an easy task running a golf club with all the financial pressures and I am glad the Council have taken steps to get finances back to a break even situation. Noel McGurk has done a huge amount of work for MPGC as everyone knows and I know that he would appreciate more assistance when doing various tasks and it would provide him with more encouragement to continue.
- The Kitchen a couple of the t boxes and try to use the upstairs in the clubhouse
- 1. Better adherence to on course etiquette. 2. Measures to tackle slow play. 3. Reduction of green fees.
- To have a more inclusive approach to "managing" the club, e.g. invite more people to attend council meetings to share ideas on how to better control spending and other improvements. Improvements to tee boxes.
- More Stroke Competitions. More Weekend Mixed Competitions. Longer rough to lower weekend scoring
- 1. Create a 5 year business strategy (business plan) that would be created by the members and shared with specific completion dates on actions.
- 2. Develop a more pro-active outreach communications strategy not only with members, but with golf societies and local sports clubs to encourage them to do business with Moyola Park GC and organise there fund raising days. This business development approach could and should be incentivised and target based for our office staff.
- 3. As no fixed structure is allowed on the course (ideally located at 10th tee box area), I would examine the possibility of hiring a food buggy that could go round the course selling drinks and sandwiches. E.g. Hot drink and a sandwich for £5 (another great revenue stream).
- In summary, the club needs to be run more like a business. Focus on possible revenue streams and try them (rather than not bother at all). As in business, you would be surprised by what works and what doesn't work. Open the ideas and suggestions out to the membership and help build a better level of engagement with our members as at present they feel like outsiders.
- Better short game area, bigger green
- Have more ladies competitions, have a private members bar and have a snack bar at the tenth!



- Cheaper bar prices (see Killymoon).
- Over-seed greens and cut greens tighter.
- Improve fringes around greens (see 15th & 17th as a perfect example.
- Implement the rule of playing and not taking a card at weekends,
- Give slower players a later start,
- Ask players to report abuse of course eg not raking bunkers, replacing divots,
- Family days on regular monthly basis.
- Each member to bring 3 guests to play free of charge twice a year
- Free competition entry
- 1 - All functions are same invites annually. Regular members feel and probably are excluded. Check the annual array of photographs. Hard to know what year it is. Allow more members to attend the key functions - 2 - Clean up small elements around the course like back corner of 12th between tee and seat and the dirt path across back of 9th green to 15th tee. Create a restaurant environment versus eating in a large open plan area. the restaurant is not very appealing
- Better tee boxes and make a par 3 after the first and make second a par 5.
- Renovations of the welfare facilities.
- Increased socials.
- Faster playing times.
- Improve the tee boxes (big improvement needed) , make the greens faster, cut down that bloody tree at the 10th
- Redo all the tee boxes they are terrible, stop the shaping of the rough which ruins the game for less able players, encourage the catering staff to be more adventurous!
- Needs a refurb inside 1. Tee box's need sorted 2.green on 1st hole needs proper drainage 3 path from 17 to 18 needs something to prevent flooding every time it rains
- Look at the rules re returning cards. Older people with little chance of success need to be encouraged to take out a card.
- Bar staff need to be more proactive re language. Kids sitting with their feet up on chairs in members area is hardly good enough
- Loss of a members specific area has been detrimental to the ethos
- Successful business person on the committee.



- Arrange advice/training from a professional green keeper.
- Implement a club storage facility for members.
- 1. My tee time - no Saturday re-draw has been made for about 10 years, so left with an unsuitable time.
- 2. I would put more/better sand in the bunkers.
- 3. Although not in 2019, occasionally we have long(ish) dry(ish) spells of weather. A sprinkler system would be great for the greens and would save the greens staff a lot of time and effort.
- 1. Improve catering 2. Create an entry list for Fri night "mixers", currently too much uncertainty about playing spots 3. Host more social events.
- 1.Many tee boxes need addressing (esp. 9th,10th,16th,17th and area to R of 3rd tee box)
- 2.Bunkers need decent sand and defined borders
- 3. Drinking water tap at 10th tee box
- Decent handdryers in male toilets (remove towels, as unhygienic and usually soaked through)
- A small/discreet temporary sign at each teebox to remind golfers of various local rules- these could be removable and changeable. Ideal for busy open days. A lot of members don't know rulings at certain holes.
- Grounds men better supervision / more off machine duties. Better catering.
- I would link bar to the kitchen for a better service and reduce overheads. I would like to encourage older/disabled people to play at times the course is quiet. I would also spend money updating the front toilets and the decor but on a tight budget.
- Better quality of food and availability of food after evening golf/ more team events for ladies opens to attract more visitors/ ladies competition on a Saturday or Sunday afternoon even if only 9 holes.
- I would try to do away with some of the bunkers at the 17th. To me they require a lot of work and time to upkeep but do not fulfil any purpose. The 17th would be as difficult with a couple of pot bunkers at the front and more grass between these and the stream, forcing players who are short to have to play over the pot bunkers onto the green. In general our bunkers are not always maintained to the same standard of excellence as or fairways and greens. I understand that keeping them in top condition is expensive so maybe less of them might improve the standard.
- I would try to make the course easier for high/ average handicap players, cutting back rough which catches the average golfer, for example on the 18th approaching the green, 7th to left of approach to green and 13th near the turn of the dogleg Presently the course is set up to challenge low handicap men but is too difficult for the average golfer.
- Mixer revenue should be part of the clubs revenue.



- Improve or relocate the back practice area
- Target Juniors, promoting golf in mid-ulster
- Improvements to ladies tee boxes
- More events for Juniors
- When we host open competitions we are not attracting as many golfers as we did several years ago. Yet our prizes are as good. Perhaps we aren't setting the course up to play & accommodate visitors on Open days. Also, special catering on such days might help numbers. Also should we put information, photos, to advertise and publicize our club in all the local papers as well as on our own social media?
- New paths have semi rough pins changed Saturdays and Sundays grass trimmed around trees GUR clearly marked from one week to the next general improvements around course.
- Improve slow play, improve areas on course where grass growth is poor, e.g. around green side bunker on 15. Continue to improve pathways on course.
- Employ a professional green keeper.
- Make the course more appealing i.e. floral and tarmac walkways, allow societies play earlier at weekends i.e. 11am on Sundays also employ a ranger to speed up play.
- Juniors treated more fairly on the course

Thank you to all our members who participated in the member's survey.

All comments have provided invaluable research to move the club forward in the right direction for all our membership.