

Item #	Date	Suggestion	Referred to	Action	Date of Action:
MS 73	30/08/2018	Bingo raffle prize advertised as \$40 of Wish Cards but only \$15 of Wish Cards issued.	OM	OM investigated. Communication error between Duty Manager and Bingo Caller. \$25 reward points credited to customer.	5/09/2018
MS 74	3/09/2018	Complaint that 1 hour half time break with new Bingo format is too long and patrons were not invited to offer their opinion.	MM	MM telephoned and thanked Sid Banks for his feedback. Explained is a trial for 3 months. By 4/09/18 half time break reduced to 30 minutes. Member happy.	4/09/2018
MS 75	6/09/2018	Suggestion to announce number of Bingo PETS and Bingo Books sold at each Bingo session.	OM	OM met with member and emailed thanking Sid and informing Management Team will consider.	10/09/2018
MS 76	14/09/2018	Letter suggesting format for Bingo games and prizes for consideration.	OM	OM sent a letter thanking member for his letter and suggestions.	17/09/2018
MS 77	20/09/2018	Website feedback complimenting restaurant meals and service and suggesting a new menu.	OM	OM replied by email thanking Member for their feedback and informing that club contract caterers looking to revise menu leading into summer.	20/09/2018