

Item #	Date	Suggestion	Format	Referred to	Action	Date of Action:
MS 112	17/12/2018	Visitor complaint in person that you have to be a member to participate at Bingo.	In Person	MM	Telephoned guest and listened to his concerns and informed him of the benefits of being a member & the concept of this in relation to the Club's direction with Bingo.	17/12/2018
MS 113	18/12/2018	His Business Christmas Party, plus golf and View Room Function excellent. Dimmable lighting and Christmas decorations would have been beneficial.	Email	SH	Member thanked for his valued feedback.	18/12/2019
MS 114	19/12/2018	Feedback form suggesting Restaurant Menu reflect what is actually plated and staff tried to seat their party of 11 on 2 tables.	Form	CH	CH replied to email thanking Member for her feedback which has been discussed with our caterer.	23/01/2019
MS 115	30/12/2018	Dinner booking for 14 for one table in Restaurant then staff would not allow on the night and verbal disagreement between staff and guests	Email	GC & OQ	GM spoke with the member on her phone. OQ investigated with caterers & reply email.	10/01/2019
MS 116	1/01/2019	Feedback form suggesting sand bunkers need more work	Form	DG	OQ passed onto GC & DG	7/01/2019
MS 117	1/01/2019	Feedback form requesting sand in bunkers.	Form	DG	OQ passed onto GC & DG	7/01/2019
MS 118	1/01/2019	Golf course brilliant, bunkers need sand.	Form	DG	OQ passed onto GC & DG	7/01/2019
MS 119	11/01/2019	Unacceptable wait time in Restaurant for pager meals. 55 minutes	Form	OQ	OQ met with member thanking him for feedback which has been discussed with caterers.	23/01/2019
MS 120	21/01/2019	Feedback form - no water, glasses or bin in Bingo Room	Form	MM	MM telephoned thanking for feedback & will take up with staff	23/01/2019
MS 121	21/01/2019	Feedback form - Function Room for evening Bingo not presentable.	Form	MM	MM telephoned thanking for feedback & will take up with staff	23/01/2019
MS 122	24/01/2019	Email suggestion to have sub titles activated on TV's	Email	OQ	OQ replied thanking member for her suggestion & advising that the Duty Manager happy to oblige when requested at the time.	24/01/2019