

Item #	Date	Suggestion	Referred to	Action	Date of Action:
MS 132	12/02/2019	Feedback form re: discontinue PETS for Bingo	MM	MM thanked Member for feedback and explained format for Bingo	27/02/2019
MS 133	19/02/2019	Feedback form re: Bingo should pay multiple winners the same for line wins	MM	MM thanked Member for feedback and explained format for Bingo	27/02/2019
MS 134	20/02/2019	Feedback form re: suggestion to change prize structure for Bingo	MM	MM thanked Member for feedback and explained format for Bingo	27/02/2019
MS 135	20/02.2019	Feedback form re: suggestion to change prize structure for Bingo	MM	MM thanked Member for feedback and explained format for Bingo	27/02/2019
MS 136	21/02/2019	Feedback form acknowledging calm and diplomatic way staff member handled a difficult situation in Bingo.	MM	MM thanked Member for his feedback	27/02/2019
MS 137	26/02/2019	Letter to the President with a number of queries and suggestions for Bingo	GC	GG drafted a detailed reply under the President's Name to each query and suggestion	7/03/2019
MS 138	2/03/2019	email to President informing that someone had tampered with his shoes and stolen a phone holder from his golf cart in the cart storage shed	OQ	OQ replied by email thanking Member for his report and advising that the club is embarking on fitting auto closing to the rollerdoors and looking into possible CCTV for this facility	6/03/2019
MS 139	4/03/2019	Called in and informed reception that his wife fell back when attempting to get on the VW Courtesy Bus due to angle of vehicle	OQ	OQ telephoned, thanking Member for this feedback and advising that we will speak with our drivers and look into this situation.	7/03/2019
MS 140	11/03/2019	emailed informing great service from all staff and delicious meals when here with his wife for 35th wedding anniversary	SH	SH replied by email thanking customer for their feedback and recognised 35 years married	11/03/2019
MS 141	16/03/2019	Feedback form very friendly pizza cooks & delicious pizza	OQ	OQ telephoned thanking Members for their feedback.	19/03/2019