

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 1	3/1/2017				You can never get a bus home after 9pm, any night, including weekends.	GM	Bus Timetable of a Friday and Saturday, has a service until 11:30pm. 9pm from Tuesday to Thursday. No change intended at this stage	4/3/2017
MS 2	3/1/2017				Smaller servings of meals - Too Much	Caterer	Discussed with Caterer and history of any such requests. No action. The older demographic can have the Kids meal and is offered. They can share meals.	4/3/2017
MS 3	3/1/2017	Jan Whitehouse	4331		Wait staff should be trained and supervised to ensure good hygiene standards are applied to all tables, salt/pepper shakers after each each diner leaves the table	Caterer	Discussed with Caterer and the ensure the highest standards are maintained at all times.	4/3/2017
MS 4	3/1/2017	Peter and Jan Whitehouse	4330 & 4331		Hedge at entry to Club carpark from Beach road. Hedge height should not exceed the height of the concrete/brick wall.	GM	Hedge trimmed to ensure greater visibility for car traffic, especially on entering the carpark, view is obscured and potentially dangerous for members.	4/3/2017

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MS 5	3/31/2017	Lucas Storey	3789		Have Sunday Raffle please	GM	All activities throughout the Club are currently being reviewed	4/3/2017
MS 6	4/1/2017	Bridgette - staff			Could we please get a NEW staff room , as we cannot always use the View Room due to functions.	GM	Will be considered for the 2017/2018 Budget to include an appropriate area for a NEW Staff Room.	4/3/2017
MS 7	4/19/2017	Bonnie Hardy	350		Could we please have some Ladies clothes in the Pro Shop	GM	Management are aware of this issue and currently reviewing and addressing with the Pro Shop	4/19/2017

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 8	4/29/2017	Helen Dobbin	2607		I would like to see more promotions for members held regularly.	General Manager	Email sent to member outlining the current and NEW promotions and activities throughout the Club of late.	5/2/2017
MS 9	5/1/2017	Anonymous			New Bingo caller for Monday Nights - she is hopeless	Operations Manager	The staff member has been counselled and will not be rostered for Bingo - has been a history of such issues.	5/2/2017
MS 10	5/2/2017	Gaye Bellette	5848		Restaurant staff to ensure they observe the minutes silence on ANZAC DAY during the ode	General Manager	Copy of suggestion letter sent to Contract Caterer to speak with their staff, along with a response letter to the Member.	5/2/2017
MS 11	5/13/2017	Brendan Heenan	1583		Please supply the phone numbers for Beyond Blue and Lifeline when you put on crap music. Some people are suicidal.	General Manager	Advise that the Act will not be rebooked due to indifferent comments from members and staff. This was their first time performing here and may be their last.	5/20/2017
MS 12	5/13/2017	Belinda Parrish	6522		Get your shit together, the entertainment is ridiculous, seriously.....Loose Company Trio, better for 70 + Cruisers. Princess Line needs you.!	General Manager	Advise that the Act will not be rebooked due to indifferent comments from members and staff. This was their first time performing here and may be their last.	5/20/2017
MS 13	5/9/2017	Janet Elias	5517		Four of us attend your club every Monday evening for dinner and we have done for several years. However, yesterday, we were very disappointed that the bistro was closed without warning. Even the concierge didn't mention this on entry even though she knows us well. We had bought our drinks before realising that the restaurant was closed. Please advise why this was not promulgated prior to the day of closure as I'm sure we were not the only people inconvenienced by this sudden decision.	General Manager	Email sent to apologise for the lack of communication and information available on the night from our staff. Craving Food to Go were engaged over the 8 and 9 May for both lunch and dinner whilst the refurbishments and floor grouting was undertaken in the kitchen.	5/22/2017

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MS 14	6/1/2017	Anonymous			Could a suggestion be made on behalf of a lot of the Bingo Players, that the games get back to being run like when Simon and Merle were callers. It is getting very irritating with people tapping on tables, whistling and making other noises when certain numbers are called. We are not "fun Police" but what started as a minor amusement is now out of hand.	GM	Re-enforce the behaviour standards for players when participating in Club Activities, Bingo Staff to Police, so to speak.	6/3/2017
MS 15	6/5/2017	Cathy Hughes Brown			Summary - Sunday Poker running over and interrupting the start of the Monthly Sunday Jam Session in the Lounge Area.	GM	Correspondence via email and communication to NPL Poker Coordinator to be mindful of on this on the first Sunday of each month.	6/6/2017
MS 16	6/7/2017	Howard Debenham			Summary - lack of compassion and customer service from Reception to a member who recently lost her Husband	GM	Counselled - with additional staff rostered during the peak renewal period.	6/13/2017
MS 17	6/13/2017	Anonymous			State of Origin need a big screen	GM	To be considered for Special Events - data projector and screen	6/14/2017
		Jean			Hi, I have been a member of Club Catalina for some time now and we often go to the Catalina restaurant as the food is so reliable as well as friendly staff. However one thing I have noticed is that over the years, your menu has changed very little including the specials. Is there any chance you may change your menu in the near future or at least add new items to it? Whenever we now go I seem to be making the same observation and have also noticed when we bring guests to Catalina that even they are starting to recognise the menu.			

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MS 18	6/18/2017	Noel Jhonston	9574		Between dining room and drink lounge, an automatic sliding door is badly needed. May I suggest you sit in the dining room and take note, as to why! This should be done NOW	GM	To be considered with any future renovations to Club House.	7/11/2017
MS 19	6/25/2017	Peter Whitehouse	4330		Give Simon a share of the Bingo calling - thank you.	GM	Refer to Operations Mgr and BDM for consideration	7/11/2017
MS 20	7/9/2017	Tony Marrarol	2808		Run the bus 7 days a week please. Isn't this what they are there for?	GM	Review timetable and feasibility with Ops Mgr	7/11/2017
MS 21	7/5/2017	Oroya Mitchell	218		It would be nice if the Pro Shop had more Ladies apparel to spend our winnings on. Don't like to see the Pro Shop door wide open when the heat is running. Once it warms up, it doesn't need to be on.	GM	Ops Mgr has responded to the member noting her concerns and they are being addressed.	7/10/2017
MS 22	No date noted	P&J Whitehouse	4330 /4331		Air conditioning in the Chardonnay Room. Nice and warm in the early evening then turns cold at about 745. Needs a time change to provide warmth for the bingo players till 830pm.	GM	Ops Mgr has responded to the member and is to have remedied.	7/24/2017
MS 23	7/18/2017	Rosanna McClifty	1909		Please turn up the volume of the restaurant speakers for the badge draw.	GM	Ops Mgr has responded to the member and will investigate the issue.	7/24/2017
MS 24	7/23/2017	Lavina White	6659		Parents need to be reminded not to allow their children to run around the Club and slide across the dance floor. Children should be with parents at all times.	GM	Noted, letter and communicated to Operational Staff to monitor.	7/24/2017
MS 25	7/22/2017	Jim Chaffey			I would like to see an update of the course layout on the Club's website. I don't believe that this has been done since I have been a member - about 10 years, with some holes clearly wrong. Perhaps the whole website needs an update if the layout of the phone number is any indication.	GM	Course layout removed from website with website scheduled for a refresh in late 2017.	7/24/2017

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 26	8/8/2017	Peter Whitehouse	4330		General Catalina Restaurant Food quality feedback	GM	Referred to Caterer for feedback with staff to speak with Peter when he is next in, as he and his wife are regular customers. Provide a possible goodwill gesture.	8/18/2017
MS 27	8/27/2017	Anthony Mazzarol	2808		Broadcasting of the JNJM Presentation throughout the Club, when it should of been confined to the Lounge Area.	GM	A letter to the member to apologise that the PA settings had not been adjusted to ensure the broadcast was not confined to the Lounge area during the presentation.	8/28/2017

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 28	September	Julie Ann Buenham	1138	Gold	Bunnings Cards	GM	Has been considered previously, but for business reasons, we will keep our current range of Gift Cards unchanged. Letter to member	9/22/2017
MS 29	September	Terry King	7136	Gold	Gift cards/Wish Cards which have options of fuel, shopping, liquor and options that are on back of card as to where you can spend. Bunnings!!!!	GM	Has been considered previously, but for business reasons, we will keep our current range of Gift Cards unchanged. Letter to member	9/22/2017

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MS 30	October	Eveleen Pye	1015		Advertise the Legends Event more on radio or newspaper and print out the tee off times for the spectators to carry around with them so they can find and follow their favourite players.	GM	Radio advertising is been undertaken to promote the event, plus all other normal means to promote the event to members and visitors of the Club.	10/17/2017

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MS 31	November	Steven Boswell			Thanking the Club on a great Pro Am for 2017. Thanks to Mal and Pro Am Committee. Enjoyable and in great condition.	GM	Response email thanking for feedback	10/27/2017
MS 32	November	Tracey Caines			Extending Courtesy Bus Route to and from Long Beach for Melbourne Cup	GM	Response email - under consideration.	11/1/2017
MS 33	November	Jason Leplaw			Consideration of Karaoke DJ on a few Saturday Nights to entice greater patronage.	BDM	Under consideration, but not seen by management as an entertainment option for the Club at this stage. Response email.	11/9/2017
MS 34	November	Loretta Thornton			Golfers urinating in full view of residents - 17th Tee?	OM	Endeavouring to contact Loretta to identify offenders so Club can action	11/14/2017
MS 35	November	J Morgan	3433		For goodness sake, put the Ham Raffle back to \$1.00 - 1 number. Why change a system that the members are use to.	GM	100 Club Ham Raffle - was changed from \$1 per number to \$2 per number for 2017. No changes to be made to current format.	11/24/2017
MS 36	November	Pip Middler			Pool tables & Karaoke	GM	Response email thanking for feedback and will be considered in the future if viable	12/1/2017
MS 37	November	Pip Middler			Tea and coffee machine, too few selections, hot chocolate, flat white, cappucino	OM	Response email advising that we do have the Coffee Shop with a broad selection of hot beverages.	12/1/2017
MS 38	December	Nicole Brown			Cook fresh food and present as advertised on the menu	OM	Response email to both the Guest and Contract Caterers seeking further clarification and agreed action outcome.	12/11/2017

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MS 39	December	Sid Banks	4525		This evening the Bingo players regular attendees have been moved from the Chardonnay Room to the Forum. Becuase of the Holiday players, the room will be crowded and stuffy. The situation could have been received more thought.	OM	Appropriate response email thanking for email/feedback and that the correct decision was made initially to accommodate the various activities that the Club promotes.	12/29/2017

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MS 40	January	Sid Banks	4525	G	This evening, the Bingo players who regular attend, have been moved from the Chardonnay Room to the Forum Room. Because of holiday players, the room will be crowded and stuffy. The situation could have received more thought.	OM	The OM has responded via email outlining the reasons.	12/29/2017
MS 41	January	Rod Baz	1040	M	general very positive comments from visitors on the state of the course and the facilities.	GM	President responded	1/5/2018
MS 42	January	Sue			Friday and Saturday Nights end of work hamburgers and snags for an economical evening. As we did many years ago. Congratulations on the improvements.	GM	Insufficient details to provide a response. No email or membership details provided.	1/15/2018
MS 43	January	John Neeson	107	M	I would like to put forward the suggestion that the new main extension not be referred to as the "deck". A deck is either a part of a ship, or a wooden floored structure attached to a building. I think it should be more appropriately referred to as a "terrece", which is a level paved area next to a building. it also sounds better.	GM	Response email sent to Member outlining that the Board is currently reviewing and making suggestions for the naming of the new areas.	1/17/2018

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MS 44	January	Sid Banks	4525	G	This evening, the Bingo players who regular attend, have been moved from the Chardonnay Room to the Forum Room. Because of holiday players, the room will be crowded and stuffy. The situation could have received more thought.	OM	The OM has responded via email to Sid outlining the reasons.	12/29/2017

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MS 45	January	Ron Carney	472	S	Greg, I have just viewed the guide on the website. I have been a member of Club Catalina for 19 years and have not seen a better presented fixtures guide. Congratulations to you and all those members and staff for this excellent presentation	Captain & GM	Return email thanking Ron for his positive feedback	1/20/2018
MS 46	January	Malcolm Brereton	6980	S	I was present for the Members Badge Draw but because it was not announced in the Restaurant, I did not get to claim my prize.	GM	Oversight from Duty Manager, procedures re-enforced. Goodwill gesture of \$50 to member - Bonus Points.	1/25/2018
MS 47	January	Berendina Smith, Libby Gardiner and Rosanna McCliffy	1371, 1893, 1909	S, S, M	We need to hear the Members Badge Draw numbers in the Restaurant.	GM	Oversight from Duty Manager, procedures re-enforced.	1/25/2018
MS 48	February	Collie Barnes Brown	Vis.		We came last night 23/02 and had a great nite. Tonight, Sat 24/02 was awful. The band had more breaks than anything else. Who stops for a break at 1055pm when they finish at 1130pm. We wont be back tomorrow nite. Put your money into "Mick on Wheels", you will get business.	OM	Member phoned and suggestion discussed.	2/24/2018
MS 49	February	Terry King	7136	P	Wed & Thurs Members Badge Draw to be done at 7pm, 7:30pm and 8pm as 6pm is too early for members to get home from work.	OM	Member phoned and explained rationale behind times	2/24/2018
MS 50	February	T Madden	Vis.		More regular bus please	OM	Visitor phoned by OM and discussed. Here for Bucks Party and bus was full.	2/24/2018
MS 51	February	Kaylene Nucifora	5450	S	Cush, the band "McGrath" are awesome - keep them coming	BDM	Responded via email to member	3/9/2018
MS 52	March	Angela Horsfall	1213	M	The Splayed Coffee Table legs	GM	Removed from Public areas	3/15/2018
MS 53	March	Rosemary Patyus	2674	M	The Splayed Coffee Table legs	GM	Removed from Public areas	3/15/2018
MS 54	March	Sharon Hendren	Vis.		Why do the poker players set up where the band is, so the muso's cant set up in time to start at 6pm. There's plenty of other space. Came to the Club for the music at 6pm and they said it would be another hour before they start.	OM	Responded via email to member	3/4/2018

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MS 55	April	Anonymous			Please give us a 10:30pm bus south. There is huge demand for it and more customer go south than north.	GM	Management to consider	4/20/2018
MS 56	April	Anonymous			Please put blinds on windows overlooking beautiful new deck. The sun is blinding inside in the restaurant.	GM	Management to consider	4/20/2018
MS 57	April	Anonymous			Kicked out due to Bucks Party	GM	Review Bucks Party Policy with Duty Managers	4/20/2018
MS 58	March	Peter Whitehouse	4330	M	Cafe Catalina food standards need improvement. Monday the 26 March, the Pork Schnitzel, the pork was very thin, very dry and the vegetable was cold. Not good.	GM	Has been forwarded to the catering department. Ops Mgr has also spoken with Peter over the phone regarding the suggestion.	4/12/2018
MS 59	March	Peter Whitehouse	4330	M	Cafe Catalina food standards need improvement. Monday the 26 March, the Pork Schnitzel, the pork was very thin, very dry and the vegetable was cold. Not good.	GM	Has been forwarded to the catering department. Ops Mgr has also spoken with Peter over the phone regarding the suggestion.	4/12/2018
MS 60	April	Terry King	7136	P	Wed. 18 nite, Raffle give 3 x \$20 points on your card and are supposed to be done by the next day. It is now Fri. 20th and still not on my card. It is not just me as i assume two others dont have their's also. Someone is not doing their job and need to be told so.	GM	Administrative processes fell down, have been rectified. Member spoken too by phone. Apologetic.	4/26/2018
MS 61	April	Peter Whitehouse	4331	S	Fix overhead lights in eastern car park, very dark.	GM	Electrician has fixed	4/30/2018

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MS 62	May	John Mozes	1152	P	Buses everyday. You're loosing money everyday because we have to go elsewhere on the other days.	GM	BDE has spoken with Member and he suggested a 1700-2130 service Sunday and Monday.	43230
MS 63	May	C Brown	1185	P	Bus - Sunday and Monday plus TV above the TAB - Spike Bar	GM	BDE spoke with Member and he suggested pickup 130pm and drop off at 1830pm.	43230
MS 64	May	Ross Chavasse	1481	P	Bus - Sunday and Monday - early pick up.	GM	No Reply from message left	43230
MS 65	May	Cheryl			Excellent table service and service in Restaurant. Great steak	GM	BDE spoke with Member and we have advised restaurant Staff.	43238
MS 66	May	Grumpy & Sweetheart			A classy addition to the carpark- a recycling station - whats next - portaloos?	GM	No reply	
MS 67	May	Robert Hargreaves	5187	G	Bus - Sunday and Monday. TV Spike Bar above TAB	GM	No contact details	

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MS 68	June	Tommy Davis	392		Pensioners get a discount. I am an original member .i.e. 392. has only been my number. If under 35's can get a lower rate, why cant original numbered members get a discount. It's hard enough to live on pension. Paying monthly no option as it costs more.	GM	OM to contact via email to thank for his suggestion and that it has been considered in the past and that such requests/suggestions are reviewed annually.	43277

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MS 69	July	Michelle Sweeney	3031	S	Courtesy Bus needs to run more often for members. Would love your feedback on this matter. Hkids were also present till late.	GM	BDM responded to the member on the 4 July to inform that a review of the courtesy bus is in progress with outcome very soon.	7/4/2018
MS 70	July	Mary Smith	2109	P+	Please open the bingo room at least 45 minutes before the game. Thank you.	GM	OM contacted the member by email explaining the Club's reasoning and endeavours to conserving energy costs and security of Club property. Previously bingo players were accessing rooms hours before commencement. Being a P+ member, we will monitor this very closely.	7/17/2018

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MS 71	7/14/2018	Dianne Gowing	3622	M	Letter received alleging boisterous, loud, youngish male patrons spoil her night watching the entertainers	OM	OM investigated with DM and replied by letter thanking member for her letter explaining her allegations being looked into.	7/27/2018
MS 72	7/20/2018	Diane Brooks	2244	S	Facebook report, regular diner, seafood platter has declined in quality and size, no longer being good value.	MM	MM replied thanking member and advising will be taken up with our caterers.	7/23/2018
MS 73	8/6/2018	Paul Ruselle	3056	G	Called in alleging he was owed a meat pack from a Friday raffle and complaint regarding response from a Staff Member	OM	OM investigated interviewing DM and Staff Member - informed member outcome was he was not entitled to the meat pack and our Staff Member has received official counselling.	8/20/2018
MS 74	8/7/2018	Alan Cartledge	9060	G	Emailed advising a female staff member was overheard telling a work colleague "Money wins money" referring to Sharon Cowan, a member who won a Hamilton Island Holiday Package.	OM	Staff Member was interviewed and was officially counselled. The member (Alan Cartledge) was contacted and thanked for his email relaying this information.	8/22/2018
MS 75	8/7/2018	Omar Libfahimi	3222	S	Suggestion Box, advising dines for lunch monthly with small group and last Tuesday 2 meals cold and prices of hamburgers have increased being too expensive.	OM	OM investigated. Quality control was identified on this occasion but pricing not altered in 6 months. Emailed member thanking for feedback.	8/16/2018
MS 76	8/10/2018	Barry Hickey	-	-	Emailed advising Pro Shop staff disinterested attitude to visiting golfer not supplying map of course and course directional signage inadequate.	GM	Met with GM. Signage being addressed. OM interviewed staff member and emailed patron thanking him for his email	8/13/2018
MS 77	8/18/2018	Cathy Glenn	-	-	Facebook report not recommending Restaurant as too busy and congested and loud, service too quick presenting second serve before first serve finished, steaks poor taste, MSG ?	MM	MM replied apologising, informing will pass on to caterers and thanking patron.	8/21/2018
MS 78	8/18/2018	Edward Grey	-	-	Phoned requesting management and caterers be informed he dined 4 consecutive nights and meals and service exceptional.	OM	Passed on this information to administration and Caterers.	8/20/2018
MS 79	8/25/2018	Tiara Marsden	-	-	Facebook review not recommending Restaurant. Staggered meal service to their table, a meal forgotten, a chicken salad without chicken, rude front of house supervisor.	MM	MM replied apologising, informing will pass on to Management to take up with caterers and thanking patron for feedback.	8/27/2018
MS 80	8/28/2018	John Singh	-	-	Had dinner, meals were excellent. Wait staff assisting were helpful and pleasant as were bar staff. Visit to club very enjoyable	OM	OM telephoned and thanked John for taking the time to offer his feedback on his visit to the club.	8/30/2018

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MS 81	8/30/2018	Sid Banks	4525	G	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.	9/5/2018
MS 82	8/31/2018	Sid Banks	4525	G	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.	9/4/2018
MS 83	9/6/2018	Sid Banks	4525	G	Suggestion to announce number of Bingo PETS and Bingo Books sold at each Bingo session.	OM	OM met with Sid Banks and emailed thanking Sid and informing Management Team will consider.	9/10/2018
MS 84	9/14/2018	Peter Whitehouse	4330	M	Letter suggesting format for Bingo games and prizes for consideration.	OM	OM sent a letter thanking Peter Whitehouse for his letter and suggestions.	9/17/2018
MS 85	9/20/2018	Rodney Lovering	534	G	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.	9/20/2018

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MS 86	9/22/2018	Andrew Winter	4123	M	Feedback form that Tony Travis shoulder charged him when he was entering club at 5:50pm on Saturday 22/09/18	OM	OM investigated on CCTV. Saw minimal contact only bumping shoulders in passing. Was later discovered that Andrew Winter reported to Police who reviewed CCTV and had the same opinion. OM phoned both parties to inform has been investigated and now closed.	9/25/2018
MS 87	10/1/2018	Jeanette Murphy	2785	S	Verbal feedback to staff annoyed that non members not eligible to play Bingo	OM	OM phoned explaining the concept and advantages and trial period, didn't appease her.	10/3/2018
MS 88	9/19/2018	Louis Gatt	-	-	Feedback form Restaurant prices too high, especially pizzas compared to Southern Cross Club in ACT	OM	OM phoned thanking for the feedback and explaining contract catering and gourmet pizzas	10/3/2018
MS 89	10/4/2018	Terry King	7136	P	Feedback form past 2 weeks WiFi not operating	BDM	BDM phoned, thanking for his feedback and advised that WiFi now working again.	10/8/2018
MS 90	10/4/2018	Peter Whitehouse	4330	M	Feedback form informing of a cold meal in restaurant, buttered chicken	BDM	BDM phoned, thanking for his feedback and advised that she will bring this to the attention of our caterers.	10/8/2018
MS 91	10/5/2018	Phillip Wood	1974	S	Website suggestion to install sand bucket collection bays in car park	OM	OM emailed thanking Mr Wood for his suggestion and advising that the club will be procuring a new sand bucketed station to be located near the flag poles on the golf course but none planned for the car parks.	10/8/2018
MS 92	10/8/2018	Ian Miles	6222	M	Website feedback complimenting restaurant waiter Luke on excellent service	OM	OM emailed thanking Mr Miles for his feedback and advising that we will pass on to our contract caterers.	10/9/2018
MS 93	10/9/2018	Janet Whitehouse	4331	S	Feedback form informing Bingo function room too cold, hedges at car park entrances need pruning down, allowing 8 games to be played on Bingo PETS disadvantages other players.	OM	OM phoned thanking Mrs Whitehouse for her suggestions and explained the air conditioning and bingo trial. Will look into the pruning.	10/15/2018

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MS 94	10/31/2018	Angela Parker	-	-	On feedback form to display non member prices on wine lists	OM	OM phoned customer thanking for feedback and informing will be passed on to GM for consideration.	11/1/2018
MS 95	10/31/2018	George Serbov	6508	S	On feedback form requesting expiry date to be printed on membership cards.	OM	OM phoned customer thanking for feedback and informing will be passed on to GM for consideration.	11/1/2018
MS 96	10/28/2018	Ellen Noye	-	-	Website email complimenting staff service on entry, bar and restaurant but informed disinterested staff member at reception lost money in breath test machine.	FM	FM emailed reply thanking customer for feedback and advising the points raised will be looked into.	10/29/2018
MS 97	11/2/2018	Peter Whitehouse	4330	M	On feedback form stating air conditioning in Chardonnay Room at Bingo too cold all year	MM & GC	MM & GC met with Jan & Peter Whitehouse	11/8/2018
MS 98	11/2/2018	Peter Whitehouse	4330	M	On feedback form with suggestions for changes to improve Bingo in their view	MM & GC	MM & GC met with Jan & Peter Whitehouse	11/8/2018
MS 99	11/5/2018	Glenn Lawler	-	-	Website email visitor not impressed that must be a member to play bingo	MM	MM replied explaining Club decision in this regard.	11/5/2011
MS 100	11/11/2018	C McGrath	-	-	Website email. Dissapointed with dinner meals family had. Very poor quality.	SH	SH passed feedback onto caterers & replied via email.	11/14/2018
MS 101	11/8/2018	Ron & Lola Henry	-	-	Website email dissapointed with food quantity & quality for the Melbourne Cup \$40 per head function.	SH	SH passed feedback onto caterers & replied via email thanking customers for their feedback.	11/16/2018
MS 102	11/13/2018	David Walmsley	5149	M	Website email dissapointed with quality and offer for the Melbourne Cup \$40 per head function.	SH	SH passed feedback onto caterers & replied via email thanking David for his feedback.	11/16/2018
MS 103	11/14/2018	Gaye Bellette	5848	S	On feedback form complaint against a Bingo Caller regarding attitude & length of time to complete each session.	MM	MM spoke with Gaye Bellette in person on 15/11/2018 informing that the staff member has been spoken to regarding her complaint.	11/15/2018
MS 104	11/19/2018	Keith Shelley	-	-	Email complimenting all areas of club & golf course recent visit Guilford Leagues Social Golf Club.	SH	SH replied thanking Keith Shelley for feedback.	11/20/2018
MS 105	11/22/2018	Corinne Aldridge	3708	S	Complaint in person against another member as she overheard her use the word "abbo's" when speaking to another person	AH	AH met with Corinne Aldridge, spoke with the other lady member, informed Corinne that the lady had apologised & willing to do so again. Corrine not receptive to a second apology.	11/22/2018

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 106	11/29/2018	Raychel Collins-Hall	3845	G	Verbal complaint in person to MM against a Bingo caller alledging incorrect prize distribution and being singled out by the staff member.	MM	MM listened and advised that she will investigate the allegation, correct any prize shortfall, & escalate to the HR Manager and GM if warranted.	11/29/2018
MS 107	12/6/2018	Wendy Machin	-	-	Email expressing appreciation for great IRT Christmas Luncheon.	SH	SH replied thanking Wendy Martin for her feedback.	12/7/2018
MS 108	11/26/2018	Noel Henry	5148	s	Email complaint meat pack from raffle suspect cababs	MM	MM & OQ attempted to contact member a number of times by phone & email to arrange suitable outcome	11/27/2018
MS 109	12/10/2018	Darren White	-	-	Email thanking all for social work event	SH	SH replied thanking Darren for this feedback	12/10/2018
MS 110	12/13/2018	Lawrence Edwards	-	-	Email suggesting announcements should be made for commencement of raffles.	MM	MM & OQ checked with the Duty Manager - announcement did take place and sign at ticket purchase displaying commencement time.	12/13/2018
MS 111	12/13/2018	Jan Whitehouse	4331	S	Telephone call complaining about changes to Bingo, Raffle numbers not displayed during Bingo, New function chairs difficult to move, catering for IRT luncheon she attended poor.	MM	MM fielded this telephone call and gave the member 30 minutes listening to her complaints and offering suggestions.	12/13/2018

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 112	12/17/2018	Ken Stephens	-	-	Complained in person to reception staff being visitors, he & his wife not permitted to play Bingo unless they join as Members	MM	MM telephoned Ken Stephens, 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.	12/17/2018
MS 113	12/18/2018	Anthony Hall	403	G	email His Business Christmas Golf and View Room Function excellent. Dimmable lighting and Christmas decorations would have been beneficial	SH	SH thanked Anthony for his valued feedback.	12/18/2019
MS 114	12/19/2018	Catherine Parker	2284	M	Feedback form suggesting Restaurant Menu reflect what is actually plated and staff tried to seat their party of 11 on 2 tables.	CH	CH replied to email thanking Catherine for her feedback which has been discussed with our caterer	1/23/2019
MS 115	12/30/2018	Wendy Watson	2745	M	Email booked for 14 for one table in Restaurant then staff would not permit on night and verbal disagreement between staff and guests	GC & OQ	GC spoke with Wendy on phone. OQ investigated with caterers & email reply to Wendy.	1/10/2019
MS 116	1/1/2019	Geffrey David Whittle	211	G	Feedback form suggesting sand bunkers need more work	DG	OQ passed onto GC & DG	1/7/2019
MS 117	1/1/2019	Grant Gillett	1238	G	Feedback form requesting sand in bunkers.	DG	OQ passed onto GC & DG	1/7/2019
MS 118	1/1/2019	Jason Leplaw	688	S	Golf course brilliant, bunkers need sand.	DG	OQ passed onto GC & DG	1/7/2019
MS 119	1/11/2019	Terry O'Rouke	1374	G	Unacceptable wait time in Restaurant for pager meals. 55 minutes	OQ	OQ met with Terry thanking him for feedback which has been discussed with caterers.	1/23/2019
MS 120	1/21/2019	Peter Whitehouse	4330	M	Feedback form - no water, glasses or bin in Bingo Room	MM	MM telephoned thanking for feedback & will take up with staff	1/23/2019
MS 121	1/21/2019	Janet Whitehouse	4331	S	Feedback form - Function Room for evening Bingo not presentable.	MM	MM telephoned thanking for feedback & will take up with staff	1/23/2019
MS 122	1/24/2019	Linda Pietroboni	2577	S	Email suggestion to have sub titles activated on TV's	OQ	OQ replied thanking Linda for her suggestion & advising that the Duty Manager happy to oblige when requested each time.	1/24/2019

Item #	Date	Name	Mem. #	Tier	Suggestion	Referred to	Action	Date of Action:
MS 123	1/25/2019	Gerri Howe	7898	M	Telephone call strong bad odour from golf course of a night to Country Club Drive	DG	DG phoned and explained environmental	1/31/2019
MS 124	1/28/2019	Daphne Cootes	10510	S	Feedback form need fans on Members Deck	OQ	OQ phoned thanking for feedback and suggestion	2/13/2019
MS 125	1/28/2019	Celine Murtagh	9157	G	Feedback form need fans on Members Deck	OQ	OQ emailed thanking for feedback and suggestion	2/13/2019
MS 126	2/3/2019	Lorraine Seaward	10959	M	Feedback form suggestion to have separate wine & savery serve area to bars on very busy occasions	OQ	OQ emailed thanking for feedback and suggestion	2/13/2019
MS 127	2/4/2019	Jason Leplaw	688	S	email concerns integrity of aspects of car prize promotion & draw	GC	GC replied by email addressing the points raised	2/4/2019
MS 128	2/6/2019	Max Harris	2337	M	email complaint restaurant lunch special menu inadequate and meal poor value	OQ	OQ emailed thanking for feedback & informing it will be discussed with our caterers	2/6/2019
MS 129	2/7/2019	Bonnie Hardy	350	G	Correspondence informing of a bad odour in the evenings from the golf course	GC	GC creplied by email thanking for this information & informing of steps being taken to address these type of odours	2/7/2018
MS 130	2/6/2019	Julie Burnham	7138	P	Verbally reported that meat from a meat tray won on Sunday was off on Saturday	MM	MM phoned & thanked Julie for her feedback & sourced more detail & arranged replacement of some meat with the butcher.	2/7/2019
MS 131	2/9/2019	Melissa Mugridge	-	-	Feedback through website Catalina Restaurant had a hair in her meal & could not make her a coffee. Does not recommend.	MM	MM emailed Melissa thanking for her feedback & seeking more detail. Commented that had a great coffee from Young Percy's Coffee Shop	2/11/2019

