

Monarch Bay Survey Results

Monarch Bay conducted a customer satisfaction survey in January 2024. Survey was sent to over 36,000 golfers in Monarch Bay's database. Included in the survey were questions regarding customer service, course conditions, quality of food as well as value. In total, 499 individuals responded.

Summary of Respondents

21% respondents are Residents of San Leandro.

79% respondents are Non-Residents of San Leandro.

64% respondents said that Monarch was their primary course.

71% of respondents play Monarch anywhere from once to 12 times a month

Question-Do you live in San Leandro?

21% said yes

79% said no

Question-How often do you play Monarch Bay Golf Course?

5% said 3 days or more per week

31% said 1-3 days a week

39% said 1-3 times a month

25% said Other

Question-Is Monarch Bay Golf Course your primary course?

64% said yes

13% said no

24% said Other

Question – How would you rate the value?

59% said value was excellent or good.

24% said value was average.

17% said value was either poor or other.

Question – How would you rate the food?

34% said the food was either excellent or good.

26% said it was average.

7% said food was poor.

33% said they didn't purchase food when they played.

Question – How would you rate the staff?

95% said very friendly or friendly.

5% said unfriendly.

Question – How would you rate the course conditions?

48% said course conditions were excellent or good.

38% said course conditions were average.

14% said course conditions were poor.

Question – Do you think course conditions have improved in the last 3 years?

59% said yes, course conditions have improved.

41% said no, course conditions have not improved.

Question – Are you a Players Club Member?

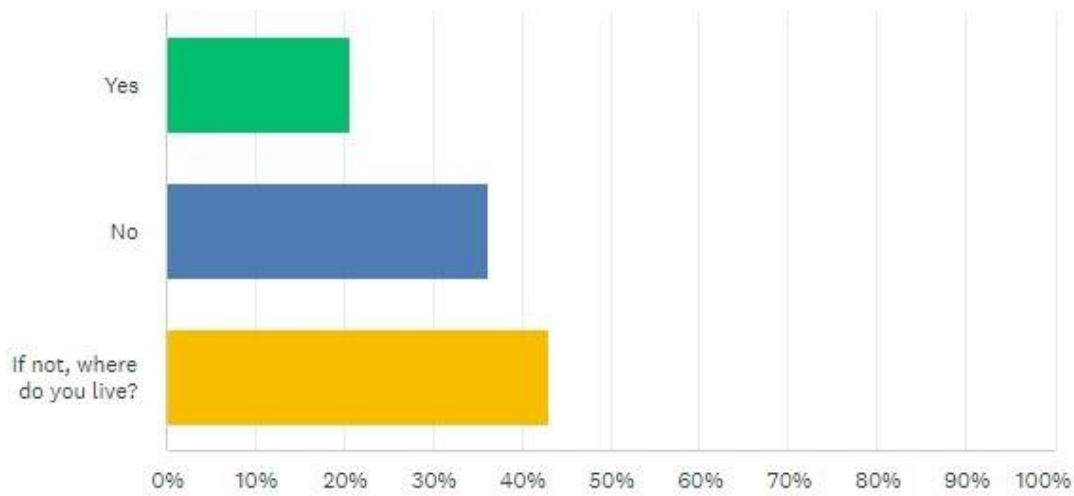
53% said yes.

47% said no.



Do you live in San Leandro?

Answered: 498 Skipped: 1

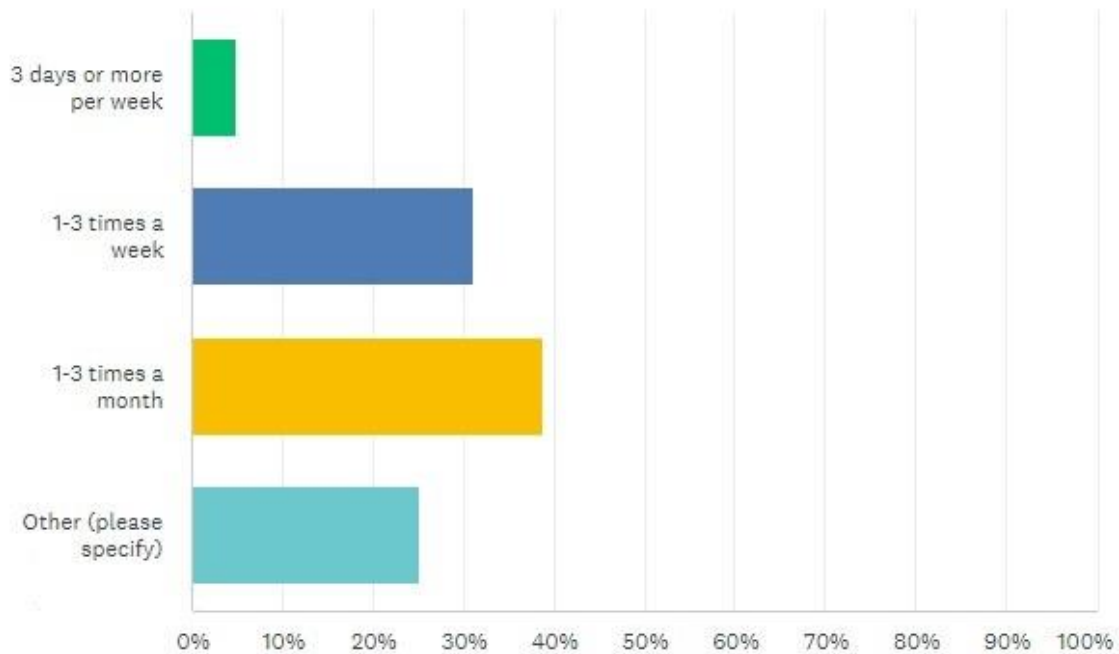


ANSWER CHOICES	RESPONSES	
Yes	20.68%	103
No	36.14%	180
If not, where do you live?	Responses 43.17%	215
TOTAL		498



How often do you play Monarch Bay Golf Course?

Answered: 497 Skipped: 2

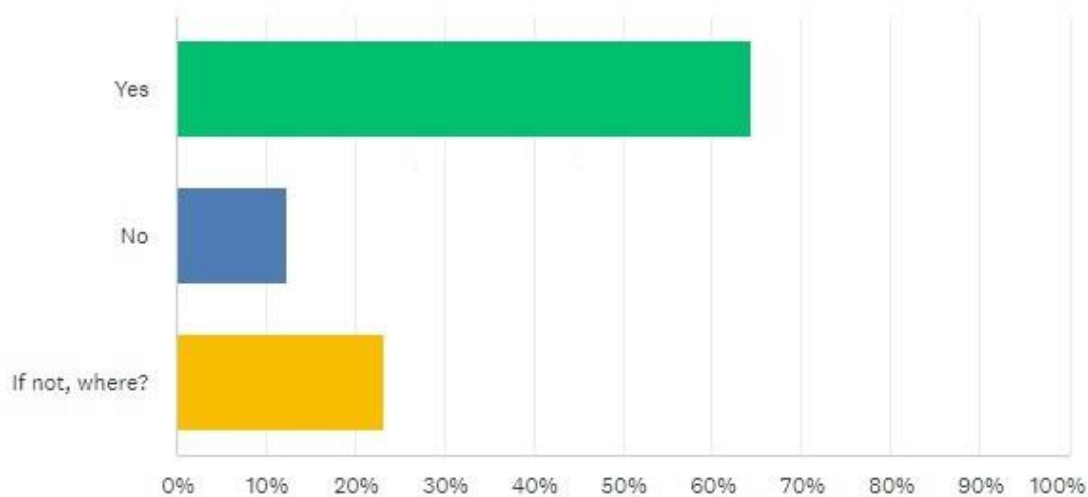


ANSWER CHOICES	RESPONSES	
3 days or more per week	4.83%	24
1-3 times a week	31.19%	155
1-3 times a month	38.83%	193
Other (please specify)	Responses 25.15%	125
TOTAL		497



Is Monarch Bay Golf Course your primary course?

Answered: 499 Skipped: 0

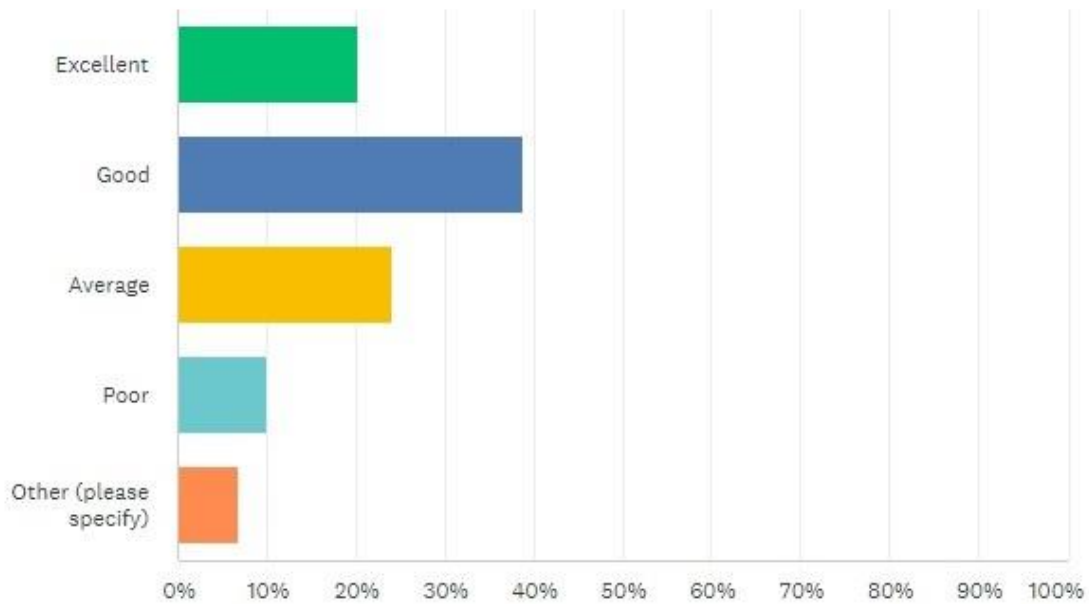


ANSWER CHOICES	RESPONSES	
Yes	64.33%	321
No	12.42%	62
If not, where?	Responses	116
TOTAL		499



How would you rate the value?

Answered: 498 Skipped: 1

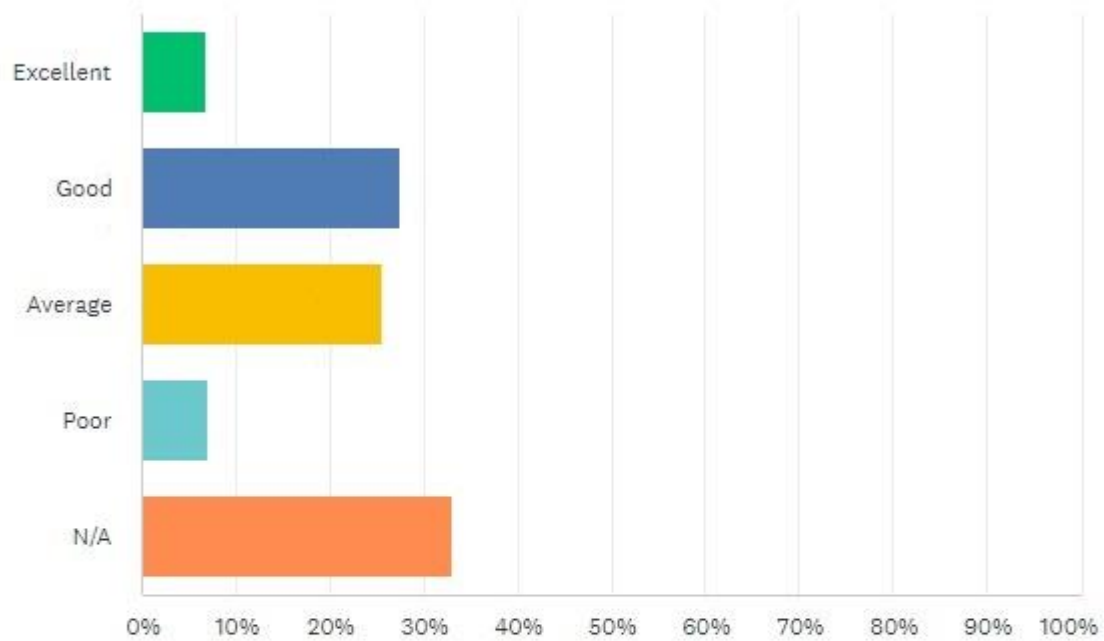


ANSWER CHOICES	RESPONSES	
Excellent	20.28%	101
Good	38.76%	193
Average	24.10%	120
Poor	10.04%	50
Other (please specify)	Responses 6.83%	34



How would you rate the food?

Answered: 499 Skipped: 0

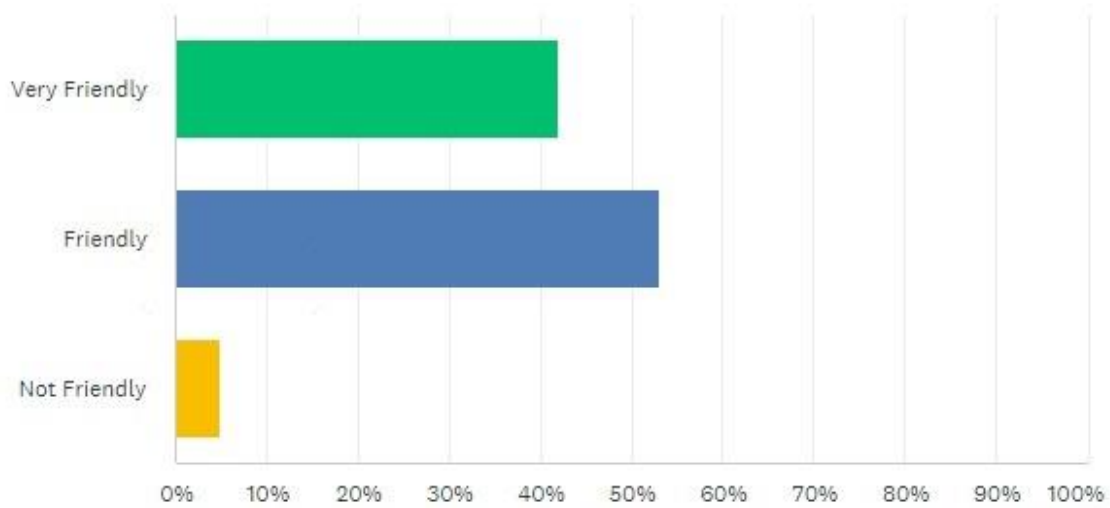


ANSWER CHOICES	RESPONSES	
Excellent	6.81%	34
Good	27.45%	137
Average	25.65%	128
Poor	7.01%	35
N/A	33.07%	165
TOTAL		499



How would you rate the staff?

Answered: 497 Skipped: 2

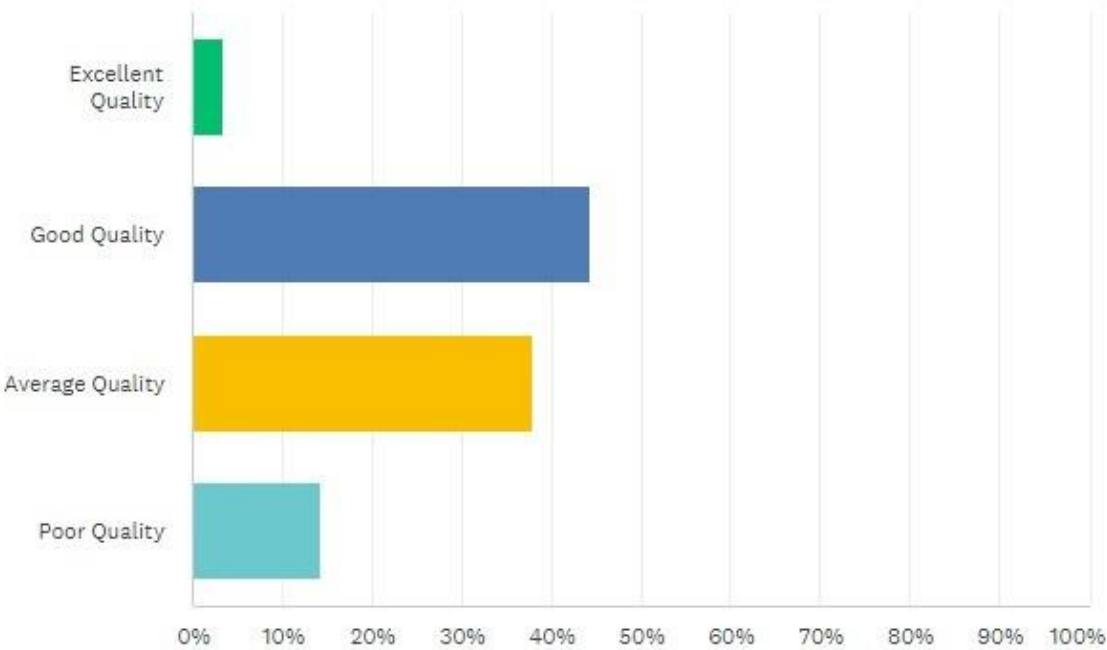


ANSWER CHOICES	RESPONSES	
Very Friendly	42.05%	209
Friendly	53.12%	264
Not Friendly	4.83%	24
TOTAL		497



How would you rate the course conditions?

Answered: 498 Skipped: 1

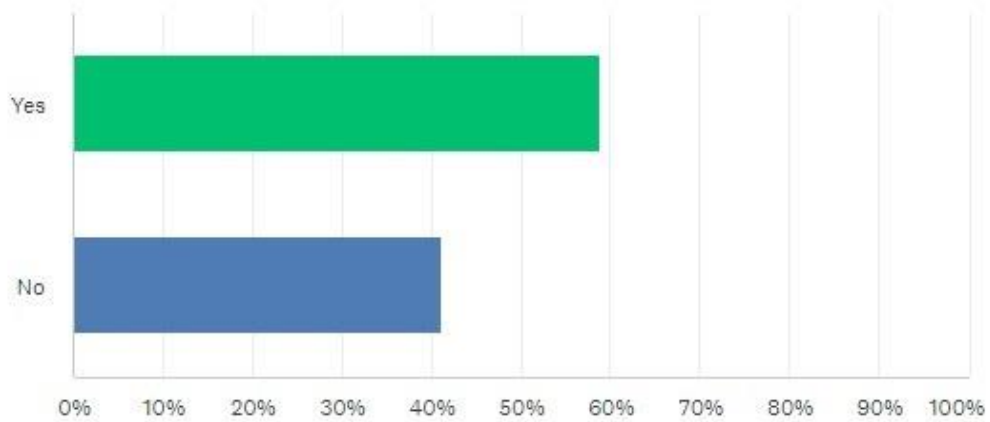


ANSWER CHOICES	RESPONSES	
Excellent Quality	3.41%	17
Good Quality	44.38%	221
Average Quality	37.95%	189
Poor Quality	14.26%	71
TOTAL		498



Do you think the course conditions have improved in the last three (3) years?

Answered: 488 Skipped: 11

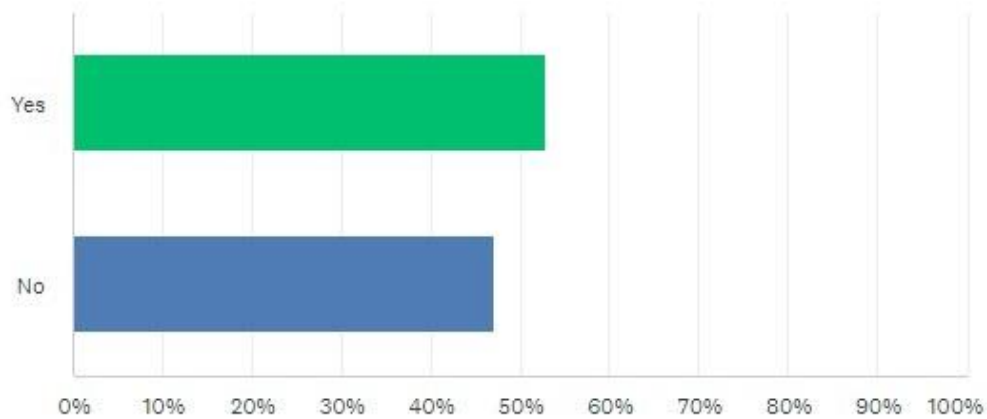


ANSWER CHOICES	RESPONSES	
Yes	58.81%	287
No	41.19%	201
TOTAL		488



Are you a Players Club Member?

Answered: 498 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	52.81%	263
No	47.19%	235
TOTAL		498