

## Cross Gates Tennis Questionnaire

Please indicate your answers clearly in any way you choose (for example: **bold**, underline, **highlight**, circle, etc.). All questions are optional and your answers will be kept confidential. You may e-mail your completed survey to Damon Romero at [Damon@Crossgatesclub.com](mailto:Damon@Crossgatesclub.com), drop it off in the tennis office, or direct the front desk to place your completed survey in Damon's folder. Your answers will help your tennis staff improve the overall tennis experience here at Cross Gates for the 2012 year. Thank you for your assistance.

### Section 1: Tennis Staff

1. Overall, please rate your tennis staff on a scale of 1 to 10 (1 being the lowest, 10 being the highest).  
1      2      3      4      5  
6      7      8      9      10
2. Do you feel your tennis staff is knowledgeable about the game?  
Yes    No
3. Is the staff courteous & friendly to its members?  
Yes    No
4. Any suggestions on the conduct of our tennis staff?

### Section 2: Tournaments and Socials

1. What was your favorite tournament of 2011?
2. What was your favorite social of 2011?
3. Do you feel the tournaments and socials are fairly priced?  
Yes    No
4. On a scale of 1 to 10 (1-poor, 10-great), rate the refreshments offered at the socials and tournaments.  
1      2      3      4      5  
6      7      8      9      10
5. Any suggestions for our upcoming activities?

### Section 3: Lessons & Clinics

1. Have you taken a private/group lesson and/or participated in a clinic in the past 12 months?  
Yes No
2. If yes, please rate your experience (1-poor, 10-satisfactory).  
1 2 3 4 5  
6 7 8 9 10
3. Do you feel that the lessons & clinics are fairly priced?  
Yes No
4. Did you know your Cross Gates Tennis staff has a Free Tennis Class program?  
Yes No
5. Have you participated in this program in the past?  
Yes No
6. Any suggestions for future lessons/clinics?

### Section 4: Juniors Program

1. Are you aware that Cross Gates offers tennis lessons for kids?  
Yes No
2. Are you aware that Cross Gates Tennis offers tennis camps for kids?  
Yes No
3. Do you currently have a child(s) taking lessons in the juniors program?  
Yes No
4. Have you had a child participate in a holiday and/or summer camp in 2011?  
Yes No
5. Have you had a child play in at least one juniors tournament in 2011?  
Yes No
6. Have you had a child come to at least one Kid's Pizza Night in 2011?  
Yes No
7. Do you plan to enroll your child in our juniors program and/or a tennis camp in 2012?  
Yes No
8. Do you feel the cost of these programs are fairly priced?  
Yes No

9. Please rate your experience with our juniors program (1-poor, 10-excellent).

1      2      3      4      5  
6      7      8      9      10

10. Any suggestions for our juniors program?

## Section 5: Networking

1. Are you aware that Cross Gates Tennis has a Facebook page?

Yes    No

2. Have you become a fan of “Cross Gates Tennis” on Facebook?

Yes    No

3. Do you receive the newsletter in your e-mail?

Yes    No

If the answer to the question above is “No” and you would like to receive the newsletter, please fill in your e-mail address: \_\_\_\_\_

4. Have you visited the tennis section of the Cross Gates website, [www.crossgatesclub.com](http://www.crossgatesclub.com)?

Yes    No

5. Any interest in tennis in the classroom (i.e. seminars on history, technology, politics, etc.)?

Yes    No

6. Any suggestions for the tennis staff on how they communicate with its members?

## Section 6: Court Maintenance

1. Please rate your impression of the newly resurfaced tennis courts (1-poor, 10-excellent)

1      2      3      4      5  
6      7      8      9      10

2. Do you feel the nets are kept in working condition?

Yes    No

3. Concerning the accessibility to water and shade, do you feel...

- There's not enough coolers or umbrellas in & around the courts
- There are enough, but there could be more coolers & umbrellas
- There are an adequate amount of both water coolers & umbrellas
- There are more than enough water coolers & umbrellas

4. Do you feel the benches on the courts are in satisfactory condition?  
Yes No
5. Any suggestions?

### Section 7: The Pro Shop

1. Have you purchased anything in the pro shop in the past 12 months?  
Yes No
2. Did you know that the pro shop has tennis equipment for sale?  
Yes No
3. Did you know that the tennis department can special order tennis items?  
Yes No
4. Did you know that Cross Gates Tennis can re-string your racquet?  
Yes No
5. If you answered yes above, have you had your racquet re-strung in the past year?  
Yes No
6. Please rate your experience in the pro shop (1-poor, 10-excellent)
- |   |   |   |   |    |
|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5  |
| 6 | 7 | 8 | 9 | 10 |
7. Please rate your experience if you have gotten your racquet re-strung (1-poor, 10-excellent)
- |   |   |   |   |    |
|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5  |
| 6 | 7 | 8 | 9 | 10 |
8. Any suggestions for our pro shop and stringing service?

On behalf of the tennis staff here at Cross Gates Family Fitness, I want to personally thank you for completing this survey. Your answers will have a positive affect on our efforts to further grow and develop the game of tennis in the surrounding community.

Respectfully,

Gary Cimperman  
Tennis Coordinator  
Cross Gates Family Fitness