

Kudos To Our Staff

Yes, your opinion does count!

One of the best ways to evaluate your satisfaction with the Club is through the online survey that is e-mailed to you after you check out. Year-to-date scores show significant improvements in Overall Member Satisfaction, Concierge Services and Residence Cleanliness. Of particular note are improvements in Pre-Arrival Concierge Services that rose to a score of 95.2% this July compared to a year-end 2013 score of 87.8% and Bell Services, which reached a perfect score of 100% this July compared to 75.2% at the end of last year.

These are the highest Member satisfaction scores since the inception of our Club! We congratulate General Manager Ron Hulseley and his fine team for their outstanding performance! We hope you will take a moment to personally thank any member of the team who provides you and your family and guests with excellent service next time you visit.

Please continue to provide your feedback on these online opinion surveys. Right now only about 15% of our Members respond. Your opinion does count; so do not hesitate to share it about any aspect of our Club. The scores and written comments are regularly reviewed by the entire staff. Grade fairly, but if you do feel you've received impeccable service, please give a "10". Also, be sure to mention ladies and gentlemen who have been particularly helpful by name so that we may properly recognize them. Tell us your "WOW" story!