

INTRODUCTION

This survey was undertaken during the autumn/winter of 2009. Copies of the questionnaire were left at the club, the questionnaire was made available on the internet and members with email addresses supplied to the club were directly emailed with the questionnaire.

In total 33 fully or partially completed questionnaires were received of which 6 were submitted electronically. The full details of the responses are included in the full results with verbatim comments.

SUMMARY

The responders were generally computer literate with 91% using a computer and 84% using the Internet and accessing the club's website.

Amongst those responding there was a high demand for the introduction of computerised scoring of bridge hands at the table with two thirds of those who answered supporting the idea and a further 10% not being sure.

There were also high levels of support for the provision of classes with almost two thirds showing an interest.

In terms of more active involvement in the club there was positive interest as follows:

	Yes	Maybe
Interested in being in a team	4	5
Learn to be a tournament director	5	4
Learn to score on computer	12	3

Unfortunately some who showed an interest forgot to include their names but all others are listed in the full results.

There were a range of views about what was good and what could be improved about the club though there were many comments about improving the décor.

It is intended that the club committee will review all the comments and factor them into the short and long term planning for the club.

FULL RESULTS

Full answers to all the questions

1. What do you like best about the club?

- The opportunity for a serious but friendly game
- One gets a good game of bridge; have made a number of friends with people of similar interests
- The bridge, the friendliness, the reserve player for certain sessions
- Bridge playing opportunities for a wide standard of players

- Après bridge and crisps; socialising with friends; well organised bridge sessions
- To play bridge; partner freely available
- The informal sessions; being able to come without a partner
- The accommodation having several playing room and a bar and good kitchen facilities and easy parking
- The good organisation to ensure the efficient running of the playing time
- Upstairs playing room with downstairs play room giving opportunity to run 2 movements ; easy parking
- The people
- Situation; the property
- Situation and ease of parking
- My partner
- Plenty of times to play (ie pm and evening)
- David and Sheila and all really friendly members. Afternoon play with no problems
- It provides an opportunity to play and improve my bridge in a congenial set up
- The company
- Being able to relax in a friendly and sociable atmosphere
- Members; availability to play Monday – Saturday
- Friendly atmosphere but serious bridge
- Pleasant surroundings – able to get refreshments; on Tuesday evening downstairs everyone is very friendly and welcoming. I have confidence in the director(s). I thoroughly enjoy myself and my bridge- I have come too on Friday afternoons in winter
- Playing competitive bridge
- The evenings always run smoothly (Tues, Thurs, Sat) and the directors always deal with problems fairly and by the book. Parking is convenient. A good standard of Bridge is played. I like being able to view the results on-line.
- Friendly, Different levels of play to suit all members, Very welcoming and good teaching for new players, Comfortable facilities
- Excellent Facilities. Friendly atmosphere. Good Parking. Regular playing opportunities

2. What would you improve about the club?

- Décor, tidiness, aspects of organisation; Do not let it get so hot in there
- Like it as it is
- Don't set me off
- Lose the honours boards; improving the appearance of the club. Dress code (no shorts). Better manners
- Tidy up the loads of junk and spare bits and pieces. 1) I suggest the 'smoking' room be converted into a cloakroom by putting a rail in so that coats may be hung up by players; 2) I suggest we stop using table 1 and use that corner for storage of all the lists and pieces, stationery, boxes, boards and if we built a unit even trophies

- Computerised scoring system
- Décor; increase the number of directors
- Tidy the place up; clean up the place; encourage proper bridge etiquette
- Tidy the place up it's a mess and dirty
- 1) Make 'smoking room' into office/computer room; 2) move bar into computer room (as previous), small actual bar to save room and bench seating round wall and bay window 3) put a door from downstairs lift area into present bar to make a useful extra play room/meeting room
- softer chairs
- clean the chairs
- efficient ventilation/air conditioning
- new carpet
- 12/10 already
- It is sometimes surprisingly difficult to volunteer assistance to the club
- Decoration
- Some furnishing to be updated as funds become available
- Improver lessons; the club is good at beginners lessons but poor at follow on classes after people have 1-3 years experience and wish to improve
- Variety of scoring methods/team play/nights
- Air conditioning
- Welcome opportunities to mix with other players on Thursdays – the day when I able to play as well as Tuesday evening ;Improvers lessons in the evenings I can attend
- Décor and facilities
- Sometimes it is too hot! Replace tables on a rolling programme...some are getting tatty.
- I'd like to see more young members
- Award Trophies/Prizes. Update competition winners boards. Appoint a membership management committee, to help arrange partnerships and to analyse Travellers/Results to see which members have stopped playing and contact them to find out why and see if they need a new partner to encourage them to resume playing.

3. What would encourage you to play more often?

- Nothing at present
- Nothing; I play at 2 other bridge clubs – Mondays at Cantley Community Centre, and Fridays at Doncaster Golf Club – as well as some local bridge
- Retirement
- Retirement (more time); more young blood
- Better bridge more serious and more ethical
- Time
- Increased efficiency and the prospect of a fun, enjoyable evening
- I already play as much as my time and circumstances allow
- Better bridge; more players
- Sessions with more than 5 tables; simultaneous competitions

- More club teams events i.e. a handicap teams league
- I play elsewhere and have a non playing wife to once/twice a week is my limit
- More afternoons
- I can't think of anything which would significantly alter the number of times I play which is dictated by personal circumstances
- I think I play enough
- Twice or three times a week seems to be maximum without incurring a divorce
- 48 hours in a day
- if wife let me out
- Reduced table money
- There are some people on the evening I attend (Tuesday) who are not very pleasant and they make me feel uncomfortable. Perhaps they could be playing with others of a similar 'ilk' i.e. cut throat and win at all costs
- Better décor and facilities
- I would like to play 2 – 3 times a week. Thurs seems to be a non-starter now which is sad. Bill works shifts so we play as often as we can. Could there not be a night for teams to play, maybe once a month, and then newer members like myself could play against experienced team players and learn how to bid appropriately for team play. Teams could be mixed or it could be an opportunity to seed pairs for matches.
- Retirement!
- Hooking up with another partner(s), who can play more often

4. What would encourage you to socialise more with other members before and after sessions?

- Nothing
- By making the club more welcoming. By trying again to attract young people through schools etc
- Retirement
- A pleasant ambience
- If results were produced quickly with occasional handouts people would stay after the session
- Tidier and cleaner premises. Results made available same night as session. Print out of hands to encourage discussion
- Results published after event
- A much tidier and welcoming bar area with a volunteer bar attendant after each evening bridge session
- The bar is already available
- Time
- Don't drink, very shy
- Nothing
- Time
- Nothing
- More informal play when the not so serious players are there; it is able to finish earlier in the evenings, would be prepared to stay for a drink but partner wouldn't and relies on me for lift so would need to know specific days and times

- Sessions completed by 10.00 p.m
- A friendlier bar area
- Maybe some club type armchairs around the downstairs bar area

5. How do you think we could attract more members?

- they can be attracted but it is very hard to retain them and integrate them with often vastly more experienced players. Recent efforts by some established club members acting as mentors is most valuable
- target schools for young players
- advert in the free press
- its difficult to think beyond classes. Without doubt they must be far and away the optimum method of increasing membership
- Improving the club's appearance; advertise more; have a member responsible for meeting and greeting members
- Write to all past students and members(?) inviting them to come back. Perhaps golf clubs would like to see the facilities?
- Advertising in local shops
- Opening less frequently
- Better bridge; friendlier atmosphere
- Free membership to under 21 years; (there won't be many taken so won't cost much but may get members. Advertise this at Doncaster College etc; how about an open day?
- Advertise
- Some people could be more friendly
- Arrange fun matches against local golf and other clubs to tout for members
- Advertise in the papers and local post offices
- The club is good at teaching beginners. It is poor at introducing them into mainstream bridge, not least because of the behaviour of one or two of the better players. I would suggest some form of mentoring, with perhaps more experienced players partnering the newcomers on an ad hoc irregular basis to build confidence. What about introducing beginners tables into 1 or 2 of the sessions; I believe Retford do this; what about starting a junior section?
- No more ideas
- Advertising and lessons being available
- Local radio; advertising in local paper
- Work with younger age group to encourage take up; encourage word of mouth spread the word.
- Have to look at other venues where bridge is played and try to project the facilities, social bridge or tournament bridge that these other places offer and what Doncaster can offer that may be more enjoyable or better
- Improve décor and facilities
- I think the front window could be more appealing – brighter curtains or more modern blinds and a professional sign; What about some news in the Free Press? E.g the Christmas party or competition results
- Advertise? Put Notices up in Libraries

10. Would you like to be a member of a team representing the club in the Sunday afternoon inter city league, which operates on 7 occasions in the winter months?

Yes

- Sue Matthews
- Jean Montez
- Steve Elvidge (maybe)
- Anonymous

Maybe

- Julia Baker
- Brian Brooks
- Peter Pascoe
- Monika
- Morag Gray

11. Would you like to learn to be a tournament director?

Yes

- Keith Baines
- Alan Fell
- Dave Butler
- Anonymous (member of team)
- Anonymous

Maybe

- Julia Baker
- Peter Pascoe
- David Beresford
- George Burdett

12. Would you like to learn how to score on the computer – we need more volunteers to help with this?

Yes

- Julia Staniforth
- Julia Baker
- Brian Brooks
- Keith Baines
- Barbara Petch
- Pru Walker
- Patsy Ashford
- Alan Fell
- Anonymous (member of team)
- Jim and Shona Tate
- Steve Elvidge (maybe)
- Anonymous

Maybe

- Sue Matthews
- Geraldine Kaill
- Anonymous

Please let us know anything else that you think will help us to improve the club and better meet your or other members needs

- Spread the knowledge of how the club works over more people to assist continuity of function; Draw up job descriptions for key committee member roles; A good general tidy up is badly needed; Improve committee procedures and publish minutes; Sort out the heating control
- I know many people who play bridge, including past members of the Bridge club and some who have learned at the club. There is a strong feeling among them that a) the standard is too high for them b) some members are unfriendly and often rude and look down on less skilled members, so they decide that the bridge club is not where they want to play bridge. Also some members are very quick to point out where you went wrong and what you should have done. This is often not welcomed.
- Fund raising – themed. Linked to food provision e.g. Chinese/Italian night
- Buddy system for beginners and improvers; I have greatly benefited from playing with Bob (Monika)
- Take away table one so as to allow access to stationery. Abandon (already has happened!) the brown trophy boards around the rooms so saving money and improving the appearance of all rooms.
- Where appropriate tackle those players who have little patience with those of us whom they feel are inferior to them culminating in bad manners and rudeness that is both unwelcoming and unnecessary.
- I would like more information about club competitions. Newer members should be better informed about what is going on. Notices that go up presume that everyone knows what they are all about. Invites could go out on the www/newsletter to members who have never played or who might like to. A lot of competitions seem to be in the afternoon, that is no good if you work.