

The Nathaniel Greene Restaurant and Tavern



Although our dining facilities are open to the public, we provide this private **survey to the membership of our club** - to gain specific insight into your needs and desires. A separate, and card is offered to the public. One of the excellent aspects of belonging to our club is the fact that we provide special service, instant recognition of your personal desires and we know and remember your tastes. These may be things that you are used to from high priced club memberships. Since we have no food minimums in each month, we pride ourselves on delivering club level service to you, regardless. You are very special to us!

The Nathaniel Greene Restaurant and Tavern is just one aspect of club membership. Would you be so kind as to let us know how we are doing while providing some positive comments? Thank you.

1. When I come into the restaurant or Tavern, and show my club membership card, I feel special and they treat me special:

With this question, we want to ensure that special recognition and private services being afforded to our members. Staff is regularly trained how to deliver such and this is very important.

2. Every opportunity has been made by the staff to seat my party at a table of my preference:

We want to ensure that members realize this is a priority and that team staff members realize - we are asking the members. This puts our own team on the hook to deliver on our promise. It acts as a constant reminder and catalyst to deliver higher than expected service.

3. I have appreciated the special attention that I receive as a member and the capability to utilize the private rooms for events:

Team members are shared with on numerous ways to focus special attention on membership. We want to ensure that members realize this is a priority and that team staff members realize - we are asking the members. This puts our own team on the hook to deliver on our promise. It acts as a constant reminder and catalyst to deliver higher than expected service.

4. I realize since there are no food minimums each month - that it is OK to pay my bill the night that I dine with my party.

This is an important issue since we are not issuing monthly bills for purchases made at the country club, it is important to share with members that payment the night of is the expected norm. At the same time, we have done away with minimum food purchases and assessments to members.

5. I have enjoyed the various private clubrooms around the resort and the fact that I have a special code key to get in.

Here we are simply trying to bring to light the fact that we do offer exclusive areas to members and to obtain feedback from them to make them even better.

6. The food service provided in the private clubrooms has made me happy when I am there. I realize it is the policy of the resort to only need one person to request something - to put into effect, or really try hard to make it happen. The resort policy does not require broad consensus - when it comes to food service. With that in mind, other recommendations for making me even happier are:

Since are written policy is not to require consensus to order a food item - we want to make it clear to members that all they need do is ask. A recent example was Mr. Rutherford, III, requested Stevia be offered to guests. This was ordered that night and put out onto the tables the next day.

7. I would like to make the following kind recommendations about the menu inside the restaurant:

The generalized tone of this entire survey is very uplifting and positive. This is achieved through the constructing of sentences that are good-natured. Typical responses back from surveys worded in this manner are very upbeat.

8. Here is a neat idea for the tavern, underground:

Here we are interested in receiving the benefit of our member's eyes having traveled the world.

9. By not taking an adversarial approach towards the restaurant and tavern, I realize I can help make the entire operation even more successful – and this creates the opportunity to make even more people happy:

Here we qualify our thoughts and philosophy as they affect our relationship with one another and seek to provide a general area to receive feedback from members.

10. I would like to take a moment to specifically applaud the following team member:

In this section, we encourage our members to endorse our philosophy of positive based leadership that is uplifting management and not negative.

11. I have traveled quite a bit around the world and here are a few fun ideas the really could add some extras ing or zest into this operation:

This provides a generalized area of international experience where our members can streamline or add to our operation.

12. My three favorite dishes have been:

This allows us to hone in on the stars of the menu and assemble quantitative results in an excel sheet.

13. The three dishes I did not necessarily care for were:

This allows us to hone in on the stars of the menu and assemble quantitative results in an excel sheet.

14. Here are some thoughts about the pricing on the menus and how they relate to other resorts and clubs that I visit:

Here we want to make sure they were not ripping ourselves off ~ nor overcharging customers.

15. Overall, the member's goal is to help with kindness and uplifting leadership to make the resort better. With that in mind, I am willing to help isolate and identify the three best things that the restaurant and tavern does right now:

Again, our thoughtful idea is to engage the members in a positive and uplifting mechanism. This will help us quantify exactly what we are doing that is good and build excel sheets. A limited number of surveys will be forwarded to our doctor to enter into a qualitative analysis and build excel sheets on that.