

HGC Tournament Satisfaction Survey Results

Tournament: HSGT2009

In an effort to improve our tournaments would you please take a moment to rate the following aspects of our tournament, the facilities and format?

| Aspect | Poor | Fair | Good | Excellent | This | Prev. | Prev.+1 |
|--------------------------|------|------|------|-----------|------|-------|---------|
| | | | | | % | % | % |
| Publicity | 1 | 3 | 2 | 3 | 55 | 57 | 83 |
| Email announcements | 1 | | 3 | 5 | 89 | 93 | - |
| On-line registration | | | 3 | 6 | 100 | 100 | - |
| On-site check-in | | 1 | 3 | 5 | 89 | 93 | - |
| Playing room environment | | | 2 | 7 | 100 | 93 | 100 |
| Playing room lighting | | | 4 | 5 | 100 | 100 | 92 |
| Playing room sound/noise | | 1 | 3 | 5 | 89 | 100 | 86 |
| Clocks | | | 2 | 7 | 100 | 100 | 100 |
| Boards & Stones | | | 3 | 6 | 100 | 100 | 100 |
| Equipment | | | | | | | |
| On site Announcements | | | 3 | 6 | 100 | 100 | 100 |
| Schedule/Time Keeping | | 1 | 4 | 4 | 89 | 50 | 100 |
| Pairings | | 1 | 5 | 3 | 89 | 86 | 93 |
| Location, accessibility | | 1 | 3 | 5 | 89 | 86 | 85 |
| Refreshments | | | 2 | 7 | 100 | 100 | 92 |
| Lunch Boxes | | | 2 | 7 | 100 | 100 | 92 |
| Prizes | | 1 | 3 | 5 | 89 | 100 | 92 |
| Staff "Customer Service" | | | 1 | 6 | 100 | 100 | 100 |

Which do you prefer? Check all that apply:

| Duration | 3 or 4 Rounds per day | Prizes | Playing Days | Lunch Provided |
|------------|-----------------------|-------------|---------------------|------------------|
| 2 - 1 day | 0 - Fewer | 3 - Cash | 7 - Saturdays | 1 - None |
| 5 - 2 day | 6 - Same | 2 - Books | 3 - Sundays | 5 - Box Lunch |
| 1 - longer | 2 - More | 4 - Both | 1 - Public Holidays | 1 - Buffet |
| | | 3 - Plaques | | 0 - Full Service |
| | | 0 - None | | |
| | | 0 - Other | | |

Please tell us how we could improve.

- Keep Robert
- None
- You could crack down on sandbagging

What kind of problems did you experience (non-game related!)

- No problems
- None
- None

Other suggestions?

- Thank you for the tournament always pleasant to participate
- None

Thanks for your help.

Houston Go Club

Name (optional)