
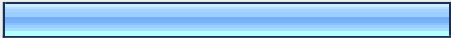
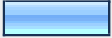



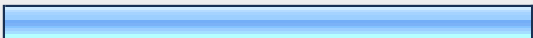
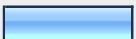

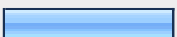

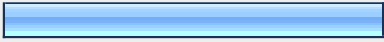
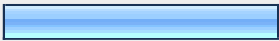
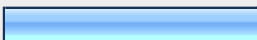



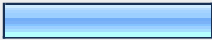
PML Country Club Restaurant Survey

1. Please provide your unit and lot number.			Response Percent	Response Count
Unit & Lot Number			100.0%	258
Name (optional)			49.2%	127
			answered question	258
			skipped question	0



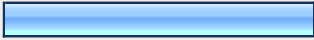








2. How often do you use the Country Club restaurant?			Response Percent	Response Count
Never			11.2%	29
Monthly			25.6%	66
Weekly			15.5%	40
A few times a year			47.7%	123
			answered question	258
			skipped question	0

3. What best describes your residency at PML?			Response Percent	Response Count
Full time			58.1%	150
Multiple months			14.0%	36
Multiple weeks during high season (May-Oct)			7.8%	20
A few weekends or vacation weeks			18.6%	48
Never or hardly ever			1.6%	4
			answered question	258
			skipped question	0

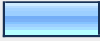
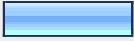



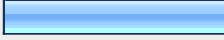

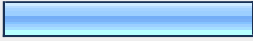
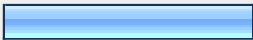
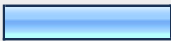


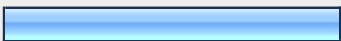
4. How often do you go out to a restaurant within a 30 mile radius of PML?			
		Response Percent	Response Count
Once a week or more		41.9%	108
Once a month		30.2%	78
A few times a year		27.9%	72
		answered question	258
		skipped question	0

5. Do you feel that the Country Club restaurant adds to your property value?			
		Response Percent	Response Count
Yes		77.1%	199
No		22.9%	59
		answered question	258
		skipped question	0

6. Please select the top three reasons you go to the Country Club restaurant.

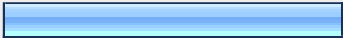
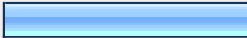

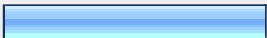
		Response Percent	Response Count
Special event		35.2%	87
Convenient location		57.9%	143
Place to go for an evening outing		34.0%	84
Social activity with friends		51.8%	128
Food quality		17.0%	42
Service quality		7.7%	19
Good price vs value ratio		10.5%	26
I like the menu choices		8.1%	20
Portion size		2.0%	5
Staff makes me feel special		10.1%	25
Other (please specify)		26.7%	66
		answered question	247
		skipped question	11

7. Please select the top three reasons you DO NOT GO to the Country Club restaurant.

		Response Percent	Response Count
Special events take over the restaurant		10.3%	23
I/we just don't go out to eat		13.8%	31
Location is not convenient		2.2%	5
There are other places I like better for an evening outing		33.9%	76
Not a social activity location		4.0%	9
Too expensive		24.1%	54
Food quality		31.3%	70
Service quality		27.2%	61
Price vs value provided		27.2%	61
I don't like the menu choices		18.3%	41
Portion size		4.0%	9
Staff doesn't make me feel special		9.4%	21
Other (please specify)		37.1%	83
		<i>answered question</i>	224
		<i>skipped question</i>	34

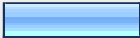
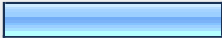
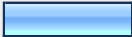



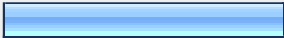



8. Are the current Country Club restaurant operating hours convenient for you?			
		Response Percent	Response Count
Yes		48.3%	112
Should be open more hours or more days per week		40.5%	94
I don't need as many hours. It could be open fewer days or open just in the summer.		11.2%	26
answered question			232
skipped question			26

9. What type of restaurant would you like to see at the Country Club?			
		Response Percent	Response Count
Stay with what we have today		28.8%	67
Steakhouse		14.6%	34
Fine Dining		6.0%	14
Buffet only		1.3%	3
Bar & Grill		21.5%	50
Italian		3.0%	7
Asian		1.3%	3
Open for special events only		2.6%	6
Other (please specify)		21.0%	49
answered question			233
skipped question			25

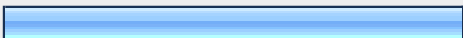
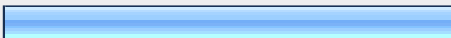
10. Would you be interested in specialty menus that change:			Response Percent	Response Count
By season			37.1%	85
By month			26.6%	61
By week			7.4%	17
I am not interested in this type of change			28.8%	66
			answered question	229
			skipped question	29

11. I would come to the restaurant more often if the entree prices were:			Response Percent	Response Count
\$10 or less			12.0%	28
\$10 to \$20			36.1%	84
Greater than \$20			0.9%	2
Entree price is not a determining factor			51.1%	119
			answered question	233
			skipped question	25


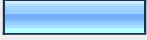
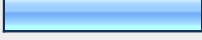

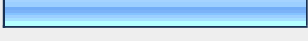
12. What ONE item from the list below should our restaurant be famous for?

		Response Percent	Response Count
Price/value ratio		14.7%	35
Quality		23.9%	57
Inviting ambiance		13.9%	33
Quick service		0.4%	1
High-end dining		0.4%	1
Casual		4.2%	10
Consistency		30.7%	73
Special event catering		0.8%	2
Personalized service		3.4%	8
Other (please specify)		7.6%	18
		<i>answered question</i>	238
		<i>skipped question</i>	20

13. How do you feel about the service you receive in the restaurant?

		Response Percent	Response Count
OK as it is now		50.7%	116
Needs improvement		49.3%	113
		<i>answered question</i>	229
		<i>skipped question</i>	29

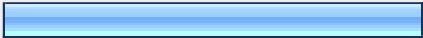
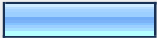
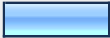


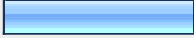
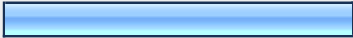
14. If you marked "needs improvement" in the prior question, what improvements are needed?

		Response Percent	Response Count
Better training for waitstaff		55.1%	76
More helpful		15.2%	21
More friendly		21.7%	30
Quicker service		42.0%	58
Other (please specify)		33.3%	46
		<i>answered question</i>	138
		<i>skipped question</i>	120

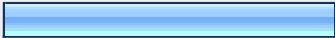


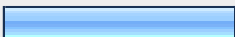
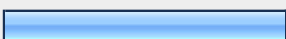
15. When you enter the restaurant, what are your first thoughts?

		Response Count
		205
		<i>answered question</i>
		205
		<i>skipped question</i>
		53



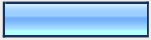


16. What physical improvements are you interested in seeing at the restaurant? Check as many as apply.

		Response Percent	Response Count
Complete interior make-over		46.1%	106
New chairs and tables only		16.5%	38
Permanent dance floor in center section		11.3%	26
Exterior renovation		7.0%	16
Tear-down and rebuild whole building		4.3%	10
No physical improvements needed		20.9%	48
Other (please specify)		38.3%	88
		answered question	230
		skipped question	28

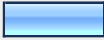

17. The restaurant currently costs about \$10.00 per month per owner. Is this acceptable to you?

		Response Percent	Response Count
Current \$10.00 is acceptable		36.4%	86
Should be less than \$8.00		1.7%	4
Should be less than \$6.00		5.5%	13
Could be as high as \$12.00		25.4%	60
Other (please specify)		30.9%	73
		answered question	236
		skipped question	22

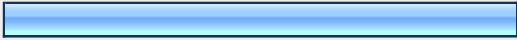

18. Are you willing to pay to renovate the restaurant? (one time charge per lot)

		Response Percent	Response Count
\$15.00		8.7%	20
\$30.00		18.2%	42
\$70.00		15.6%	36
\$150.00		29.0%	67
None		28.6%	66
		<i>answered question</i>	231
		<i>skipped question</i>	27

19. Do you think the restaurant should be closed? If you selected "Yes", be advised that the restaurant is an amenity and it would require a vote by 51% of the Pine Mountain Lake Association property owners to close it.

		Response Percent	Response Count
Yes		10.9%	25
No		89.1%	204
		<i>answered question</i>	229
		<i>skipped question</i>	29

20. Should we investigate the feasibility of having a private contractor operate the restaurant? This may require a yearly subsidy to the contractor.

		Response Percent	Response Count
Yes		56.6%	133
No		43.4%	102
		<i>answered question</i>	235
		<i>skipped question</i>	23

21. Do you have any other suggestions on improving the operation of the restaurant?

		Response Count
		159
	<i>answered question</i>	159
	<i>skipped question</i>	99