

**Survey Results and Solutions.** This is part 12 of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website [www.clubsofmarlborough.org](http://www.clubsofmarlborough.org) by clicking on the "About" page.

The first seven issues dealt direct with the percentage results of the various questions asked in the survey but for the remainder of this series I will be reporting on the many numerous suggestions that members freely made about the entire Club operation and what, if any, action will be taken.

**The Terrace Cafe.** We received some good constructive comments and suggestions about our Terrace Cafe operation mainly based around coffee wait times, cabinets running low on food , more food options wanted (including gluten free and diabetic choices)and to clearly advertise takeaway options such as coffee.

**1. Coffee Wait Times.**

- **Solution.** We have been in touch with our coffee bean and coffee machine supplier who is prepared to provide ongoing training for our café staff to ensure they are working the equipment to its maximum capacity, thus keeping wait times to a minimum. This will eliminate any perceived staffing issues that we may have and will be undertaken on a regular basis.

**2. Running low on Food.**

- **Solution.** We have altered the roster of our in-house baker, which will provide for more regular checks at perceived pressure points and although we will look into providing more variety our general membership normally dictates what they want with leftover food telling the real story

**3. Gluten Free and Diabetic choices.**

- **Solution.** A fair portion of our cakes and slices are gluten free and we have some gluten free options on our various menus but the cost to pre-make and display gluten free sandwiches is very expensive and wastage is high but like vegetarian dishes we will make some options available on request. As for the diabetic requests we endeavour to supply options that are healthy and diabetic friendly. If a Member has a special request as a diabetic we are more than happy to accommodate this.

Lee Davis  
Chief Executive Officer