

**Survey Results and Solutions.** This is part 14 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.

**Atmosphere, or lack of.** This rightfully featured with comments and suggestions covering all areas of the Clubs operation. Being such a large, new "open plan" building, when it is not full of people or activity it can potentially lack atmosphere so we have taken the feedback seriously and have looked at many ways to counteract this on a priority 'room by room' basis.

- **Taylor's Bar & Eatery.** Prior to our refurbishment and dependant on bookings, the atmosphere in the Taylor Restaurant was hit and miss. Some of this was to do with the décor, an unused deck, no bar, no dining intimacy and of course Staff played a factor. However, as reported last week our refurbishments are all but complete and a new staffing structure is being inducted and the results and feedback to date have been great, elevating the new Taylor's Bar & Eatery the most vibrant place in the Club.
- **Bistro/Terrace Café and Deck area.** When busy this area is fine but when numbers are down or there is entertainment in the Club Bar this area needs to be broken down and to provide more intimate areas for dining. The curved walls were introduced to assist in breaking up the area between the Club Bar and Bistro/Café, but while the developments in the Taylor's have been taking place one of the walls has been temporally relocated but due soon to be reinstated. We also intend to invest in some movable planter boxes or dividers to assist in breaking up the dining area and the suggestion of some umbrellas on the Terrace Café Deck will be taken up with our suppliers. Unfortunately the one suggestion to cover in the entire deck like that in the Taylor's would be extremely difficult to achieve and as such, not financially viable
- **Club Bar.** With the exception of the refurbished Taylor's the Club bar would have the most atmosphere as it changes daily to meet different markets such as Quiz, Membership Draws, live entertainment and of course it is also the home to our Raffle Room and some of our more colourful Members, so things in this area will not change that much.
- **Bottle Store.** Like the Taylor's this is long overdue for a refurbishment and to promote it more out into the Members eye as most do not realise that we have an off licence facility behind the Club Bar that in amongst a range of wines and spirits there is a good range of draught beer as your Club provides one of the last flagon filling facilities in Blenheim.
- **RSA Lounge.** Earlier this year we replaced some of the old tables and chairs with some of the more modern furniture from the Marlborough Club and at the same time rearranged the lounge, which in turn instantly change the atmosphere. Early in the New Year, again based around Member suggestions, we intend to introduce some lounge chairs or couches around the windows as a comfortable area for a casual drink or for some light food. Provision has already been made for this in the Taylor's. Both areas can be utilised throughout the day for this purpose whether their respective bars are open or not.
- **Reception Foyer.** Our Christmas tree in the foyer is all the atmosphere we need to celebrate this time of year but when we are not recognising these events with foyer displays this area has the potential to provide an atmosphere like an Airport Terminal. So in the New Year we are going to build a calendar of foyer displays that will recognise events such as Easter, Anzac Day, Wings over Omaka as well as coinciding with and supporting local organisations raising funds for national bodies such as Cancer Society, Hospice, St Johns or the Arthritis Foundation