



## MEMBER EXIT QUESTIONNAIRE (TEMPLATE)

Sue Froggatt’s Membership Template (linked with library document 6087)

Secretary At Work: January 2005 (reviewed January 2012)

### Option 1

Please indicate how strongly you agree with the following statement by distributing 100 points between the statements below. Award more points to the statements that you most agree with.

I would have remained a member of the golf club if:




#### 100 points

- I paid a lower subscription rate
- I had not joined another club (that better suits my needs)
- It had been a friendlier organisation
- I had not changed my job/profession
- I had not moved location
- My employer had not stopped paying for my subscription
- I had more time to take advantage of membership
- I had more time to interact with other members
- The club kept me better informed about the important issues
- It would give me a balanced perspective on issues
- I did not receive an invoice

### Option 2

1. Please tick to indicate why you terminated your membership:

- Unable to actively participate: lack of time
- No longer involved in this field: changed business/position/profession
- Retired
- Moved away to another location
- Active in another club
- Can no longer afford the subscription

2. Overall how would you rate (1 = poor and 10 = excellent)
- |   |                       |                      |                                     |
|---|-----------------------|----------------------|-------------------------------------|
|  | The club's facilities | 1 2 3 4 5 6 7 8 9 10 | <input type="checkbox"/> No comment |
|  | The club's newsletter | 1 2 3 4 5 6 7 8 9 10 | <input type="checkbox"/> No comment |
|  | Service to members    | 1 2 3 4 5 6 7 8 9 10 | <input type="checkbox"/> No comment |

3. Do you feel that the club is effective?  Yes  No

If no, how do you think we could do a better job? Do you have any needs we are not satisfying or problems we can help you with? .....

4. In your view, what were the most important benefits of membership?
5. What are some of the ways that the value of membership could be enhanced?
6. Would you consider rejoining at some future date?  Yes  No
7. May we contact you in six months to re-assess your situation?  Yes  No

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