<b>6a:</b> ]	If you answered never, once or twice to #6, explain why.	Number Times Repeated
•	Rarely go to Club	<b>F</b>
•	Choose to eat elsewhere	
•	Live out of town	27
•	Never know balance when we eat on Sunday	
•	Only eat to use the minimum because rather be on the beach, don't like Friday seafood, and breakfast too expensive	
•	Habit	5
•	Forget I have the \$. Used all only once for a family occasion	
•	Forget/Forget to made reservations in time	6
•	Just haven't	3
•	Like healthier food options	7
•	Elderly and have a problem with mobility	
•	Menu is not child friendly or healthy, low-cal	2
•	Love the staff but do not enjoy the food	
•	Illness of self/spouse/parent	6
•	Only been member for 2 years	
•	Same menu/Menu basically unchanging	4
•	Made from prepared/frozen food	3
•	Dinners start too early for us since we work late, work conflicts	4
•	Only used once, but used the whole amount on meal for family	
•	Just joined and still in school	
•	Don't like to come alone	
	Quality not good/Poor quality for price/Food not good	10
•	Don't enjoy "country cooking," but love the salad bar	
•	Schedule conflicts	4
•	Too much prepared/fried food	
•	I usually don't eat at the Club when I visit	
•	Don't think to use the Club for dining purposes. We use the snack bar more.	
•	Food is school cafeteria quality and presentation is unappetizing. The serving process is tedious	2
•	The last time I ate a dinner there (several years ago) the male server was wearing a dirty "wife beater" style undershirt. The food is just not good.	
•	We live in Wilmington and have property on the water.	
•	We never seem to think or plan ahead to make a call to add our names to the meal list. We have always enjoyed the food and fellowship when we have participated.	
•	I am vegetarian and everything is either meat of cooked with meat	2
•	If I had my way, we'd close the dining room or go to a la carte pricing.	_
•	Don't like dining room fee - don't agree with dining min.	3
•	Too busy	5
•	Live on Wrightsville Beach	-

stion 6a - Page 2	
Between my mother and grandparents, somehow my meal was planned for before I	
·	
was much better. If I lived in Wilmington I might use the dining room facilities as	
If we did use our fees it was because we brought our whole family at one time so	
Usually eat with relatives the few times we are there	
Sometimes we only take day trips from Raleigh	
	4
Food allergies	
Availability to attend	
Hard to get there Friday in time for dinner and Sunday conflicts with church and precious beach time.	2
Age	
Usually not in Wilmington during the summer	
I understand it is good food and we should. I plan on using it some next year.	
My last visit left me with a balance of \$8, I think the 1st year I was a member, I used the entire amt. (member 2-5 years)	
·	
Downstairs grill is very good	
Moved to Wrightsville Beach last year - lived in Brunswick prior.	
On a rigid diet/ on restricted diet	2
When we are in town, we choose to eat other places	
Love to see more salad and veggie nights	
We used the Club every summer when our children were growing up. We now occasionally ride down to the Club when we are in town visiting.	
I don't feel I should be forced to eat meals that I don't want or like and have to come in and eat at a particular time because of eating in the dining room	
When my children were growing up I stayed 2 weeks each summer (after parents died). The Hanover Seaside Club is my home in Wilmington now. My husband has had some health problems so we have not traveled to Wilmington like we used	
11 9	
No heart friendly menus that taste good  This service should be terminated	
	Between my mother and grandparents, somehow my meal was planned for before I got there! Young kids - hard to get out there. I don't stay on the 3rd floor because I can't afford it When I lived in Wilmington, I rarely used the dining room as my mother's cooking was much better. If I lived in Wilmington I might use the dining room facilities as I do not like to cook and eat out as often as possible. Last year was my first year and I was in Hawaii If we did use our fees it was because we brought our whole family at one time so we wouldn't lose our money. We went for years and lost all of our fees Eating at the Club is not convenient for everyone. Usually eat with relatives the few times we are there Sometimes we only take day trips from Raleigh The only way we use our dues is if we stay on 3rd floor Thursday is only good night to eat Food allergies Availability to attend Hard to get there Friday in time for dinner and Sunday conflicts with church and precious beach time. Age Usually not in Wilmington during the summer I understand it is good food and we should. I plan on using it some next year. My last visit left me with a balance of \$8, I think the 1st year I was a member, I used the entire amt. (member 2-5 years) Food is great, but heavy on fat and calories Downstairs grill is very good Moved to Wrightsville Beach last year - lived in Brunswick prior. On a rigid diet/ on restricted diet When we are in town, we choose to eat other places Love to see more salad and veggie nights We used the Club every summer when our children were growing up. We now occasionally ride down to the Club when we are in town visiting. I don't feel I should be forced to eat meals that I don't want or like and have to come in and eat at a particular time because of eating in the dining room When my children were growing up I stayed 2 weeks each summer (after parents died). The Hanover Seaside Club is my home in Wilmington now. My husband has had some health problems so we have not traveled to Wilmington like we used to. Food choices una

One	stion 6a - Page 3	
•	I did not make it to HSC 2 summers and gave my \$ to family members	
•	suggest a process to allow members to put membership on hold (from someone	
	who moved out of town)	
•	Fee was used completely in 2012 due to my brother using it. Other than this past	
	year we have not completely used our fee.	
•	No specific reason	
•	Can't plan ahead	
•	Need to use fresh, local vegetables, seafood, etc and fewer processed and frozen	
	foods	
•	Willing to try food again - heard it had improved	
•	In general, the meals served do not satisfy my preferences for variety and	
	freshness	
•	Sailing out of country	
•	Reservations required - not able to make plans with teenage and college kids. Spur	
	of the moment or drop in works best for us.	
•	I would be embarrassed to bring friends or family to dinner at the club. I do not	
	like the cafeteria style of dining	
•	Salad bar should be expanded with more selections	
•	Would pay more to have really ?	
•	Honestly, I don't really think about going for dinner. Also, my perception is that	
	the food isn't very good - but I may be wrong.	
•	When we come to Wilmington, there are restaurants that are more economical for	
	our family. when comparing restaurants with the same price, the other restaurants	
	are much better food wise, so we prefer to eat elsewhere. In addition, the other	
	restaurants are more convenient as we do not have to sign up so far in advance	
	more flexibility elsewhere. So for the convenience, quality and cost, we don't eat	
	often at the Seaside Club.	
	Depends upon whether it is open/available during our visit(s) back to Wilmington.	
	following respondents used their dining room minimum 3 times or more, but made	
•	nents anyway.  Only use it when we stay upstairs	5
	y y 1	3
	Don't like food quality or way it is served. Don't like buffet style	
	Want more variety and lower fat options  Have used it all 3 years we have been a member	
	Need to made menu better	
	Why can't we have grilled seafood, chicken, veggies	
	Why can't desserts be simple homemade	
	Why are lasagna and fried chicken on same night	
•	Why is there so much food left over and what happens to it?	
•	Always enjoy!	
<u> </u>	Bacon, sausage, grits, and eggs every morning is too much	
•	Use it either on seafood nights or Sunday dinners	
•	We love dining at HSC!!!	

Ques	stion 6a - Page 4	
•	I use mine but only because the fee is required and I don't want to lose it.	
•	Would like to see unused fees go to the reserve.	
•	If we must be assessed anything additional, I think it should go to reserve.	
•	Always use it because we stay at the club at least one week. This year, for some error in bookkeeping all of my fee was not applied to our weekly charge and we ended up with a credit. Crystal is sending me a check for the balance.	
•	We are older but come occasionally on Sunday and also occasionally on Tuesday night.	
•	Convenient when you are at the beach	
•	Requirement when you stay on the 3rd floor	
•	Meeting place with friends	
•	This is the first year we have not used our dining room fees completely	
•	I want to explain why even thought I have used it every time. I only bring my family down there to eat so you don't get my money for nothing. I am totally against this fee. It was initiated because the dining area was losing money. When restaurants lose money, they close. Shut it down!	
Ques	stion 11: What can be done to encourage you to take advantage of the dining	
roon	n more often.	
•	Have healthier options/higher quality/fresher/less salt	
•	More fresh vegetables and fruits; buy local/organic	
•	Should serve fresh/local seafood not frozen	
•	Fresh meats - steamed or broiled	
•	Less fried food	
•	Better variety	
•	Change menu more often/Spice up the menu	
•	Less country cooking - more sophisticated/more creative	
	*** 11 1 10 1 1 1 1 1	1

• Need reminders, and let people know how soon they need to make reservations

Would also like a low calorie choice

• Change time for Sunday lunch to 1 pm

• No more Sarah Lee cakes/fresher desserts

Salads using spinach and mixed greens

• Kid friendly meals to bring young families to eat

More salad choices (grilled chicken, shrimp, chef, etc.)
Soup or vegetable bar/Baked potato bar 1 night a week

• More taco nights, baked potato & soup, build a burger night, pasta night

Cook to order, serve yourselfAllow renters to eat first

• Am completely satisfied

• Better/Bigger salad bar

Dry rub ribs not greasy ones

Have Friday seafood all year

• Lower prices

- Vary night since Tuesdays often conflict
- Continue to provide and serve a variety of tasty foods
- Stop hiring all family members; too much family
- Reminder of balance and how long you have to use it
- Have meals on Friday and Saturday night/wine with dinner/serve meals, not cafeteria style
- Saturday dinners during the summer
- Dining room should be open in summer with salads, wraps
- Offer activities for kids downstairs so parents can eat and visit in dining room
- Less like cafeteria food
- Order off a menu/ Add several menu selection dinners
- Less sodium, starches, sugar, and fat
- "Early bird" specials for seniors
- Reminder via e-mail of menu
- Chef/consultant on menus
- Hotel –type breakfasts
- No reservations
- Change call in times to at least the morning of

### **Question 11 - Page 2**

- More current menu items
- Breakfast: skim milk, yogurt, fresh fruit, whole grains Bagels, muffins, etc.
- Grilled chicken, roasted veggies variety
- Country style steak, fried chicken
- Long lines are a turn off
- Later time for dinner seating
- Keep dining room open in winter
- Retirement/Get me more time for it
- Saturday brunch
- Men's Breakfast Club
- Gluten free items
- Have family specials
- Food should be hot
- Better food selection for the weekend, esp. Sunday am
- Vegetarian option not veggies cooked in meat
  - Veggies not overcooked
  - On-line reservations/ability to check availability
  - Larger portion sizes
  - Serve more meals in the off-season
  - Promote all 3 (off season meals) like you did for Tuesday night
  - If we go out of town on a weekend, we miss Friday and Sunday meals. I love to eat at the club. The food is great and plentiful.
  - Look a the cost compare to other restaurants and Surf/Yacht Club to be competitive. I wouldn't mind paying the cost for dinners if there was less of a

#### cafeteria feel.

- I live out of town and use the club while at the beach on vacation
- Live out of town/If I lived it town, I would use it more
- We love the home cooking and very friendly service
- Easier set up of tables logistically it does not flow well
- Activities for our kids ages 9 and 11
- Online menus
- Outdoor eating
- Not a thing. Like I said on the front, I am against being forced to eat down there. And yes, I am being forced because you make me pay this fee.
- Offer wine, beer and soft drinks as choices
- Possibly offering a small menu or occasionally offering a Saturday dinner during the summer
- Hot and cold pasta dishes
- Just do the good job you are doing/Nothing specifically
- Always enjoy it when we go for Sunday lunch and sit on a rocker on the porch or read on the beach. No suggestions. Usually pretty full and have called too late to be seated occasionally.
- If the Tuesday night schedule (off season) was 5:30 or 6:00 we would be able to attend some of the Tuesday night dinners
- Season of 2012 food was much better and was a little better in 2011.

### Question 11 - Page 3

- Ice cream bar
- Breakfast could have more variety especially with juices/ Add fruit and yogurt please./ Healthier options for breakfast
- We enjoy the meals in the dining room and now that we are living full time at the beach, we anticipate using it more.
- My dog goes to work with me every day. I do not have enough time to take her home and return to the beach in time for dinner.
- For what we pay for the food it is a disgrace. I would rather see the dining room closed and the fee applied to my membership.
- More vegetarian entrees
- Heavy hors'doerves are usually excellent
- Love the spaghetti night but it doesn't work with our schedule
- You cannot compete with the restaurants around you
- Just do breakfast for the room tenants
- Hopefully we will be able to use the Club more during the off-season in the future. We really want to.
- Would only like to pay for meals that I want to eat do not want to be forced to purchase meals that I do not want
- Meals are not nutritious fried everything
- More for kid's meals not chicken tenders every night
- Nothing I have to make time to go. I work, juggle a family and it is easier for me

- and better if I cook. It isn't good enough to make a special trip.
- Keep quality of food where it is now
- Keep standing in line time short
- Club manager and her serving staff add to the dining room experience as well
- It's hard to make 24 hour reservations, but I understand it.
- It's very good when we go/Enjoy/Good food/Nothing/Schedule conflicts
- I take advantage when I am around the beach or family is in tow, otherwise I eat at home. We do not eat out often.
- I just forget about it. The club provides excellent food at a good price with many options. I may eat more often is reservations 24 hours in advance were not required.
- Enjoy going. Mollene and staff do a great job.
- Would like to be able to charge meals above the minimum
- More communication/emails to remind me would help
- Interesting activities
  - The food has always been delicious and the staff is friendly and helpful We have 4 children and our schedule is busy which is the main reason we don't eat more often during the off season.
- We're not here that much. Sometimes when we try on holidays both dinners are already booked. I don't know a solution for that.
- Just wish we had more time to enjoy!
- We just need to make it more of a priority.
- Allow dining room minimums to be used in the grill.

### **Question 11 - Page 4**

- Offer USDA certified organic but this would triple, if not quadruple, the dining room minimum. So, I'll enjoy it for what it is, when I can.
- We go more often if our cousins, XXXXXXXX, would finally be invited to join the club. We sponsored them over 6 years ago!
- No reservations for Sunday lunch just call 15 minutes ahead. But this would not be economically feasible.
- We like it as is casual and reasonably priced
- The Club does a beautiful job of serving meals. It is my laziness get dressed and drive down and because it is good, I eat too much. Keep doing a good job.
- It is OK, we just prefer other options the rare times we are in town We may change our habits in the future.
- Change the menu mix it up every week. Since there is a website now, everyone can go online to check what is being offered for dinner the night they want to go. Make it a month or a week in advance.
- The staff does an outstanding job with the food service never had a bad meal.
- My husband has trouble dealing with the noise and the chairs he has a fused knee
- You open we eat!
- My use depends on how many family members are in residence at the time and if they would like to eat at the Club. My understand of the rules are that I (the

- member) must accompany my family members. Mostly my children and grands use the house for vacations and I am not always with them.
- Have two seatings so everyone is not in line at once.
- More events during the off-season. Everyone wants to be there for dinner is something special is happening right after!
- Open seating between set hours instead of one meal time
- Blue cheese dressing on the salad bar
- Use of credit card
  - The staff does a great job with what they are doing.
  - More holiday dinners throughout the year ie, Valentine dinners. The dinners at night are more festive. The staff does a wonderful job on the special events and we make every effort to attend each event.
  - Consider a series of hot/cold bars (no servers) with good variety of fresh, properly cooked dishes. Visit Whole Food for ideas perhaps Surf Club.
  - Would love to see some cheerful workers in the dining room.

# 13: What can be done to encourage you to take advantage of the snack bar more often?

- Serve iced tea
- Lower the prices, snack bar has tripled in price in 10 years, expensive especially for children
- Too much wait time/faster service (poor system, one should be cooking while one takes orders . . . ) more people to work to speed it up, be more efficient, more supervision
- Deli sandwiches, Turkey sandwiches, ham sandwiches, chicken wraps
- Offer peanut butter and jelly sandwiches
- Wraps, salads, chicken salad, tuna salad, wheat bread
- Taco salad can layer the toppings on when ordered
- Hot dog cart outside back door
- Bagged chips and snacks
- Friendlier staff, don't pre-cook burgers, better quality hot dogs, change fryer grease more often
- Veggie burgers
- Less fattening food
- Better menu
- More options
- Lemonade, reduce price if you bring your own drink cup
- Consistent hours
- Open later /longer hours
- Allow dining fee use in the snack bar
- Healthier food choices
- Fresh fruits (apples, bananas, oranges, etc.)/ yogurt
- Selection to include less fried foods
- Run a tab in snack bar
- Shakes
- Better training for staff; very inefficient

- More customer service-oriented; some workers, not all, can be rude
- Let people fill out own order form (like PT Grill)
- Better food/better cooks
- Nothing/Love it/We use the snack bar all the time/they do an excellent job
- Teach youth to make healthy dishes
- Open on Mondays
- Help me retire
- During busy time, upstairs staff should assist/run grill
- Improve the environment
- More varied menu
- Being able to use my credit card
- Charge to room/account
- Advertise menu
- Live out of town/don't visit often.

### **Question 13 - Page 2**

- Have it open year round or more in summer season
- If we used the club more I think we would utilize the snack bar for lunch
- Nothing, we're just not into that
- Sometimes I don't have cash on hand
- I usually eat at the snack bar when I make it out to the beach even if it's just grabbing a drink or a cup of ice.
- Bring my own food because of Weight Watchers
- We will consider it
- I can't give advice on this issue for the family members usually like to have lunch together at the house
- Assure me that it is clean
- Sandwiches would be a big seller for my family sandwiches are easy and healthy
- When I did use facilities only in summer I did purchase my lunch meals @snack bar. Since i have not used facilities for a number of years, I do not have a clue how you can encourage participation.
- If dining room minimum is increased, allow for a portion to be used in the snack bar
- Great staff in there, just slow
- I love the food in the snack bar!
- We usually go in late afternoon
- When we visit we will use the facilities. We live in Colorado so we hope to stay at the club and eat there when we come home.
- Utilize leftover food from the dining room
- (healthier alternatives) although the frozen candy bars have been a staple for the snack bar as long as I can remember. (40 years)
- Alice goes with out of town friends to the beach and goes there.

- Can't take the heat
- I invited 13 class mates to sit on the porch and have lunch. They all really enjoyed the porch. The hot dogs, hamburgers, fires, and fried okra was delicious. My friends were impressed. I will do this again.
- I prefer to bring a picnic lunch. will continue to use the snack bar occasionally
- The snack bar is fine. Members who surge in to eat at noon cause long lines and waits. Signs suggesting 11:30 and 1:00 would help.
- We don't get on the beach anymore. My wife has problems.
- I am never ready to eat except in the dining room.
- We don't eat burgers and fries
- The expansion of the snack bar worked great in creating faster ordering/serving
- Only use the snack bar when I stay on the 3rd floor
- I used it all the time when I stayed at the Club with the children
- Real fruit popsicles

## **Question 13 - Page 3**

- Not running out of popsicles and ice cream
- We have been there a few times when the snack bar was closed during published open hours/better, more consistent hours
- Inability to use the facilities due to our work schedules
- Now that we are living full time at the beach, we anticipate using it more.
- I don't get out in the sun anymore. My husband died. I've aged out of beach activities so I don't get down to use the snack bar very often.
- The food is not good, the service is not good, It needs to be run like a business not teens running it.
- Due to my age, I no longer swim or use the snack bar
- Food is fine and selection is good wait time/competency of staff is not acceptable
- I can never find it open

## 15: What activities, not currently available, would you like to see HSC offer?

- Game night: cards, dominos ,board games
- Allow renters more free nights for dinning out
- Movies on the beach nights
- Opportunities for parents to hang out while children enjoy activities
- Meet and greet cookout for third floor guests each week during summer
- More special dinners
- Fewer special events because we lose money and only a few participate
- Covered dishes
- Theme nights
- Play area for kids
- Social events for families with children, social events for middle-age adults
- Bingos in off- season (maybe start at 6:00)
- Keep Bingo going for a few more weeks in August

•	Bingo on Saturday nights
•	Bingo one Friday night a month from January - May
•	Movie nights (or dinner and a movie, adult and kids)
•	Volunteer work day
•	Privacy areas in men's' bath house
•	Stop changing July 4 when falls on Sunday
•	Teen nights like years ago / teen dances
•	Children's activities (games on the beach, etc)
•	Family oriented activities like July 4th
•	More activities to involve younger generation to encourage families to use the club
•	Dances for younger adults who don't shag
•	Fishing for kids
•	Crabbing for kids
•	HSC offers everything our family needs
•	More surfboard lockers
•	Poker night (Texas Hold 'em)
•	Sailing/surfing/fishing/swim/art/paddle board lessons
•	Special meals with activities such as Bingo, board games for families (Pizza by slice or hot dogs, tacos, etc.)
•	Ability to communicate online with members all year
•	Oyster Roasts
•	Live music inside or out
•	Horse shoe tournaments besides July 4 <sup>th</sup>
•	Corn hole games/tournaments
Ques	stion 15 - Page 2
•	Golf Tournament – inviting friends to be on teams
•	Surfing Contest – inviting friends and non-members, family surfing days/socials
•	Need paddleboard lockers
•	Adult craft classes
•	Bridge lessons  Drainate to help in the community when needed
•	Projects to help in the community when needed
•	Restore lifeguard during summer season
•	Restore security guards, please A DJ for dancing (Lee Pearson)
•	
•	Wine and cheese night
-	Ping Pong Table  Sassanal avants: Parties for adults with music
•	Seasonal events; Parties for adults with music
•	Beach chair/umbrella rentals  Dinner portion with Mollons actoring or covered dish
•	Dinner parties with Mollene catering or covered dish
•	Card days all year

- Girls' night
- Develop club teams for members in surfing, boating, cards, etc.
- Support dinners (Bring a can of food for food bank, fight cancer night, child abuse night)
- New, easier to use grills at the dock and downstairs
- A place to safely store beach chairs inside or under a covered area
- Put volleyball net up and put better sand in the court
- Kayak and SUP rentals (or even free use for folks staying on 3rd floor)
- Pumpkin carving contest
- Christmas tree decorating contest, present wrapping contest
- Get-togethers for different age groups so members can get to know each other better
- Adult social room overlooking the ocean (bar)
- Continue activities year round
- Make club seasonal again
- More activities to promote meeting members
- BBQ for club members and guests
- Parties or other functions at dock low country boil, pig pickin', etc
- Fishing tournament
- Early morning job/walk/run and breakfast after
- Interclub competition with Carolina Yacht Club
- Construction/planning for outdoor pool
- Wrightsville Beach "Great Race" or scavenger hunt on island
- Notebook in office with photos of members and families for facial recognition
- Meet the Board Members Night with light finger food and tea/lemonade
- Plan activities to include all generations. Bingo is good, but little ones can't read yet.

## **Question 15 - Page 3**

- Octoberfest
- Events by age groups (20-30's, etc) with or without kids
- Summer weekend shag/ballroom dance lessons
- Friday evening cocktails and hor dourves
- Sunday morning breakfasts
- Perhaps allow groups such as Power Squadron to use for an event that is catered somehow, or food prepared by the Club for a fee
- Hot chocolate or coffee available during Flotilla
- Machine to purchase shampoo/soap when you have forgotten your own or available in snack bar
- Small table for upstairs porch to sit beverages on
- More off-season meals if supported
- Allow more people in the club. This is a way to get more money
- Sponsoring or holding local races (paddle boarding, surfing or triathlons) could be good for bringing money in for the snack bar if it was open during he races to

	all - not just members.
•	Volleyball tournaments
•	Mah Jong as well as card luncheons
•	Ability to serve alcoholic beverages
•	Square Dances
•	Annual meeting for all membership
•	Thursday or Saturday night steak night
•	Bridge
•	Book Club
•	Continue Tuesday night dinners during offseason
•	Better locker rooms, I am embarassed to bring guests
•	Prepaid accounts for snack bar
•	Dog day - lap dogs on the porch
•	Social activities for preteens
•	Parents night out - evening meal served with candles - no kids
•	More meals during off-season, order from menu nights
•	Family night at the sound - when high tide is 6-7pm, have hot dogs, chips,
	drinks, watermelon, games for kids, swimming, etc. Charge minimal amount.