



## Survey Recap 2024

Thank you for those that provided feedback on the survey. The VB Team and I make sure we read each and every comment. We use this feedback to adjust details to make the event better. The summary of what we read were:

**Scoring** – The formats, continue to be popular and that we spread out the prize pots are viewed as a positive thing. We will take into account your comments about Closest to the Pin for different players and not just be open to all. We will consider scoring apps to keep score during play.

**Golf Courses** – A few comments from those that have come to our event annually that they would like to try a few new courses. We will be reintroducing South Shore, Revere and Spanish Trail to the event. This year we are going a week earlier and not at the usually quieter Thanksgiving week. We had to use our relationships to try to keep the green fee rates reasonable. As you see at your local courses, golf is more expensive than it was pre-covid. The rate increase this year is mainly a reflection of the increase in golf prices. The hotel was only a 2.5-3% increase but the golf overall was 10-20% more than a few years ago.

Pre Round Breakfast – for the most part, this is a popular thing to include but we did have a complaint about Anthem making people eat in their carts and some comments about more healthy options.

Cascata let us down from a conditioning perspective. Normally everyone’s favorite, the condition of the greens and bunker liners put a damper in that experience. I can tell you that I shared each of your comments to the course (and their ranking which was well below all the other courses for conditioning) and have let them know we expect better.

| Layout and playability<br>(did you have fun) |      |
|--|------|
| Reflection Bay                               | 4.83 |
| Dragon Ridge                                 | 4.73 |
| Cascata                                      | 4.60 |
| Paiute                                       | 4.56 |
| Anthem CC                                    | 4.53 |
| Rio Secco                                    | 4.52 |
| Boulder Creek                                | 4.32 |

| Conditions of Golf<br>Course |      |
|------------------------------|------|
| Dragon Ridge                 | 4.73 |
| Paiute                       | 4.65 |
| Reflection Bay               | 4.54 |
| Rio Secco                    | 4.30 |
| Boulder Creek                | 4.26 |
| Anthem CC                    | 4.24 |
| Cascata                      | 3.17 |

| Service (Helpful &<br>Friendly?) |      |
|----------------------------------|------|
| Reflection Bay                   | 4.77 |
| Rio Secco                        | 4.65 |
| Dragon Ridge                     | 4.58 |
| Paiute                           | 4.53 |
| Cascata                          | 4.53 |
| Boulder Creek                    | 4.47 |
| Anthem CC                        | 4.21 |

**Hotel** – With the exception of gaming experience (poker room closed for F1 and high table limits), the hotel ranked fairly high in most categories. The main comments about Caesars were that the hotel was too big and hard for some teams to easily go to each others rooms. Paris has one elevator shaft area so this should be easier. That is unless we have some in the new tower (they renovated one of the old Bally’s towers and branded it with Paris). Also many comments that while there were options for food and drink in Caesars, pricing was high. Paris has options but is also connected to the Horseshoe hotel and next to PH, both with a wide variety of options.

## 2024 Hotel Summary

|                           | Out of 5 |
|---------------------------|----------|
| Location                  | 4.44     |
| Check in / Check out      | 4.34     |
| Room Quality              | 4.28     |
| Ease of meeting teammates | 4.32     |
| F&B Options               | 4.12     |
| Gaming Experience         | 3.73     |
| Overall Experience        | 4.30     |



**Social** – While the free sunglasses were a hit, the lines were long. Also, some comments about how to spice it up a bit. I agree, we will look at having some indoor putting contests or other activities to make it more than just listening about stories of missed putts on the back 9.



### Summary

You gave us high marks for the overall execution of the event and a rank of 4.71 out of 5. We were especially pleased to see the 4.82 mark for both Communication and Service of the VB Team.

Overall, the event went fairly smooth considering the external challenges from the F1 race. There were a lot of curveballs behind the scenes but any changes we had to make, you as participants rolled with them and we genuinely appreciated that.

## Overall Organization 2024

|  |      |
|--|------|
| Communication from Organizer                 | 4.82 |
| Value for the entry                          | 4.56 |
| Formats of the daily golf                    | 4.66 |
| Social Events                                | 4.22 |
| Service of the VB Team (Helpful & Friendly?) | 4.82 |
| Whova App                                    | 4.12 |
| Overall Execution                            | 4.71 |

|                                | Yes | Unsure | No |
|--------------------------------|-----|--------|----|
| Are you coming back next year? | 84% | 16%    | 0% |