



**Lions Clubs International
 District Convention 105SW
 2015, 2016, 2017 & 2018**

EVALUATION ANALYSIS

This is a summary of the evaluations for the last four District Conventions at Croyde Bay Holiday Resort for those staying for all/part of weekend.

- 2015 - 73 Forms completed
- 2016 - 77 Forms completed
- 2017 - 63 Forms completed
- 2018 - 63 Forms completed

BOOKING OPTIONS:

	Year	Excellent	Good	Satisfactory	Unsatisfactory
Booking Options	2015	76%	24%		
	2016	73%	26%	1%	
	2017	71%	27%	2%	
	2018	79%	18%	3%	
Booking Procedures	2015	79%	21%		
	2016	67%	32%	1%	
	2017	73%	25%	2%	
	2018	78%	19%	3%	
Clarity of Information	2015	68%	28%	4%	
	2016	64%	33%	3%	
	2017	71%	26%	3%	
	2018	76%	19%	3%	2%
Costs	2015	54%	39%	7%	
	2016	52%	40%	8%	
	2017	53%	39%	8%	
	2018	65%	25%	10%	

Comments

Easy to book & prompt to reply
 Excellent arrangements & value for money
 Cannot fault it
 Stayed in half a chalet so limited clothes storage and I have more things as disabled
 Process made simple and easy
 Professionally carried out – prompt & efficient
 Very good and confirmation sent promptly
 Good system
 Top notch
 Very high standard
 Excellent

VENUE:

	Year	Excellent	Good	Satisfactory	Unsatisfactory
Location of Venue	2015	57%	37%	6%	
	2016	66%	27%	6%	1%
	2017	51%	44%	5%	
	2018	69%	25%	6%	
Public Rooms	2015	77%	19%	4%	
	2016	56%	39%	5%	
	2017	57%	41%	2%	
	2018	82%	18%		
Registration	2015	79%	17%	2%	2%
	2016	74%	23%	3%	
	2017	81%	19%		
	2018	90%	10%		
Business Session	2015	65%	29%	6%	
	2016	33%	48%	18%	1%
	2017	49%	48%	3%	
	2018	62%	30%	8%	
Hotel Bedrooms	2015	78%	20%	2%	
	2016	60%	32%	5%	3%
	2017	63%	32%	5%	
	2018	74%	26%		
Cottages/Chalets	2015	49%	42%	3%	6%
	2016	42%	55%	3%	
	2017	42%	46%	8%	4%
	2018	62%	33%		5%

Comments

Superb

The best venue available for all our needs – do not mend it if it is not broken

Lighting in rooms poor

Location is fab but not near to rail routes

Best venue we have had – staff excellent, friendly & helpful

A fantastic venue – wish we had this in 105SE

Very comfortable & equipped

Should become our district convention venue

The chalet we were allocated was vey unsatisfactory for a disabled person

Difficult to get to for day visitors on Saturday so 6 did not attend

Lighting over mirrors in bedrooms needs improving

Rooms clean & comfortable; needed warming up a bit

The new lodges look good from a distance – intrigued!

Excellent venue, good service, accommodation, staff friendly & helpful – it will be hard to better this venue elsewhere

Ideal venue with everything on one site

The business presentations could have been done in one go

Disabled toilet near entrance went faulty

Room heating not working and when does work it goes off

Excellent

Contd..

Comments contd..

Beds were great
 Poor lighting – need lights over mirrors
 Label needed on draw where tea & coffee stored
 Lighting poor in bedrooms
 Perfect
 Prize giving pm business session a bit disorganised
 Keynote speakers very good
 Seating in conference room a bit uncomfortable after 2 hours

FOOD:

	Year	Excellent	Good	Satisfactory	Unsatisfactory
Breakfast	2015	64%	33%	3%	
	2016	60%	31%	6%	3%
	2017	67%	27%	6%	
	2018	79%	19%	2%	
Thursday Night Meal	2015	53%	40%	7%	
	2016	28%	52%	20%	
	2017	59%	41%		
	2018	82%	18%		
Party Night Meal	2015	61%	33%	6%	
	2016	21%	42%	23%	14%
	2017	46%	45%	9%	
	2018	66%	34%		
Saturday Lunch	2015	31%	41%	28%	
	2016	37%	54%	9%	
	2017	47%	22%	28%	3%
	2018	52%	32%	16%	
Gala Dinner Meal	2015	65%	25%	7%	3%
	2016	40%	37%	17%	6%
	2017	53%	31%	10%	6%
	2018	71%	27%		2%

Comments

Could have been hotter
 Exceptional this time
 Go out of their way to provide dietary needs
 Excellent food & service
 Best food ever
 Very good – for non meat eaters confusing on how to get their food at buffet meals
 Good service
 Keen friendly staff – obliging and willing to help
 Quality better than some higher starred hotels that we have visited
 Saturday lunch – quality good/excellent but overpriced for what it was
 This year's food was better than other years
 Sunday lunch start nearer end of Q&A
 Dairy free dessert options disappointing – staff bent over backwards to help
 Best food we have had here – they listened

Contd..

Comments contd..

Food was excellent considering numbers catered for
 Gala meal was hot
 Great quality and choice
 Best menus yet
 Could be wider choice for those with allergies
 Fast service on Gala night
 Bones in my fillet of sole & when did pastie & chips cost £12.00
 Gala meal first class - very good service
 Good food; only gripe is the temperature
 Wow – this was good
 Tea & coffee and end of business session would be good
 Party night soup was bland & Gala meal cheese too strong tasting
 Friday Night meal had some menu changes from original info; Thursday meal could have been a little warmer but overall food really good

ENTERTAINMENT:

	Year	Excellent	Good	Satisfactory	Unsatisfactory
Friday (Party Night)	2015	83%	14%	3%	
	2016	50%	32%	14%	4%
	2017	89%	11%		
	2018	54%	24%	22%	
Saturday (During Day)	2018	55%	41%	4%	
Saturday (Gala Dinner)	2015	57%	29%	14%	
	2016	72%	21%	7%	
	2017	27%	50%	19%	4%
	2018	56%	31%	13%	

Comments

Ladies really appreciated Saturday's events
 Ladies really enjoyed Saturday's demonstrations
 Moonstone theatre different and a good idea
 Plenty to do and very entertaining
 We could not hear the Murder Mystery as not in centre of room
 Plenty going on for partners on Saturday – well done!
 Disco not overloud – good choice of music
 Great options for partners
 Friday night could be improved
 Partners programme very good
 Disco very good
 Loved the murder mystery
 Too much going on to concentrate on Murder Mystery
 Murder Mystery & Magician – ok although only had one visit to our table from magician

OTHER:

	Year	Excellent	Good	Satisfactory	Unsatisfactory
Overall Rating	2015	76%	22%	2%	
	2016	48%	48%	3%	1%
	2017	53%	44%	3%	
	2018	75%	25%		
		Definitely Yes	Possibly	Unlikely	Definitely No
Will you come next year?	2015	82%	18%		
	2016	65%	31%	3%	1%
	2017	64%	28%	8%	
	2018	69%	29%		2%
Should we stay at Croyde Bay?	2018	77%	18%	5%	

Comments

Croyde is good for us as we prefer outdoor activities if weather is good
 Why change what works?
 Has everything and more for our needs. Very helpful staff. Best venue in 18years – please do not change it.
 Words to US and French National anthems on screen please
 International guests wonderful
 Atmosphere warm & comfortable
 Thoroughly enjoyable
 Would come next year if at Croyde Bay
 Will come next year if we stay at Croyde
 Strongly supports staying at Croyde – if it ain't broke do not try and fix it
 Great venue, great staff , great food
 Good venue, plenty of parking, no one to disturb us
 We will not come next year due to health issues
 After four years a more accessible location would be preferred – perhaps use on alternate years
 Well done David A and the team
 We understand the wish to change but we have loved coming to Croyde – will still attend a different venue
 Overall a wonderful weekend – was to be our last however we will be joining you next year
 Sunday Q&A – 09.30 to 11.30?
 Croyde Bay offers facilities and accommodation to suit all
 An excellent venue however always good to try new venue with a different team and ideas
 If all else fails Croyde Bay takes some beating
 Although at Croyde for 4 years running it offers everything at a good price. Hotels unlikely to match facilities or cost
 Staff are superb – what more could you ask for
 Croyde Bay provides us with everything needed for a good convention – easy access for the whole district – comment from Truro LC
 Excellent venue, easy to get to, central location. Everything under one roof, staff & service excellent; competitively priced – WHY GO ELSEWHERE – IF IT AIN'T BROKE DON'T FIX IT
 If it ain't broke do not try to fix it – anywhere else would not have sole use which is excellent
 Would be good to get more Lions to attend but do not know how!

Contd..

Comments contd..

Unless you can find another venue with comparable facilities, service & sole occupancy then you would be mad to change. So much space – the LB4Y are well catered for

Could not want for better

Do not think there is anywhere better in 105SW – caters for everybody

Shop needed better stocking

A change is always needed and people get bored with going to the same place over and over again

Croyde Bay excellent in every respect – cannot imagine that we would find a better venue

Perfect venue

Good venue

After 4 years a change would be preferable but Croyde has served us well

Felt it was a poor show that top table were brought in wine from the tasting – we could not take part in the tastings as we were in the business session

Perfect venue – public rooms are excellent and well laid out. Why move when we have everything we need here. Excellent weekend.

Taking in to account minor misgivings total score 9/10. In my book excellent – well done everyone.

Stay at Croyde Bay unless comparable facilities can be found elsewhere

This is a summary of the 8 evaluations completed by day delegates.

BOOKING OPTIONS:

	Excellent	Good	Satisfactory	Unsatisfactory
Please ✓				
Booking Options	50%	38%	12%	
Booking Procedures	50%	25%	25%	
Clarity of Information	50%	25%	25%	
Costs	57%		43%	
Comment on any of the above: The booking form for the business session only was confusing				

VENUE:

	Excellent	Good	Satisfactory	Unsatisfactory
Please ✓				
Location of Venue	63%		37%	
Public Rooms	43%	57%		
Registration	71%	29%		
Business Session	50%	50%		
Comment on any of the above:				

FOOD:

	Excellent	Good	Satisfactory	Unsatisfactory
Please ✓				
Saturday Lunch	17%	66%	17%	

Comment on any of the above:

Not enough desserts for quite a few numbers. Ice cream finally brought out.

£12,00 per head for lunch quite expensive

Bar snacks ok

Food bought at the bar. The management should have put some more staff behind the bar.

However food was good when it came.

Not enough desserts for everyone

OTHER:

	Excellent	Good	Satisfactory	Unsatisfactory
Please ✓				
Overall Rating	25%	75%		
	Definitely Yes	Possibly	Unlikely	Definitely No
Please ✓				
Will you come next year?	38%	62%		
Should we stay at Croyde Bay?	57%	14%	29%	
Any other comments that you wish to make: Time for a change of venue Please avoid the rugby international weekend – and we did not want to know the score!				

Comments of Convention Committee Chairman

The Murder Mystery on Friday night attracted some negative comments but we wanted to try something different and we were never going to emulate Young Fred and his friends in 2017!

The Partner's programme on Saturday was well received by the target audience but a few Lions were disappointed at not being able to participate missing the point that it was not targeted at them!

The food was overall excellent (70% rating it as such) and back on target save a few comments that I would expect over a weekend serving over 900 meals.

Regarding future venues I would make the following observations:

There are reasons to move – staleness, complacency and location – but there must be *compelling* reasons to move to another venue.

The number of day delegates attending is small and this is perhaps due to the location with only a third of Cornish clubs attending at some time over the weekend. Falling attendance at other district day meetings is the trend. However location does not seem to worry those staying for all/part of the weekend.

An alternative venue of equal or better facilities would be ideal giving the option to alternate each year.

The percentage saying costs/value for money is only satisfactory has grown by 50% over the last few years. Although this is not a large number (10% of responses) we need to be very mindful of this element.