

Coledale RSL SURVEY RESULTS (Carried out May 2022)

Q1 Which services do you use when visiting (Please select all that apply.)

ANSWER CHOICES	RESPONSES	
Food from My Little Brasserie	83.33%	320
Beverages from the Bar	94.27%	362
TAB or Keno	24.48%	94
Gaming Machines	10.94%	42
Raffles	39.84%	153
None of the above	0.52%	2
Other (please specify) Responses	7.03%	27
Total Respondents: 384		

Other

Pool table, poker, darts, coffee, carpet bowls, footy tipping, Sports TV.

Q2 Did you purchase coffee or food items from The Coffee Corner when it was operating?

ANSWER CHOICES	RESPONSES	
Yes	54.57%	209
No	40.47%	155
Not sure	1.04%	4
Other (please specify) Responses	3.92%	15
TOTAL		383

Other

Good B&E rolls, sometimes, coffee brand is bad and so are the baristas, never open when I was at the club.

Q3 How likely are you to purchase coffee or food items from The Coffee Corner if it were to reopen?

ANSWER CHOICES	RESPONSES	
Extremely likely	22.45%	86
Very likely	20.63%	79
Somewhat likely	25.33%	97
Not so likely	20.63%	79
Not at all likely	10.97%	42
TOTAL		383

Q4 Overall, how satisfied are you with the 2019 renovations at the club?

ANSWER CHOICES	RESPONSES	
Extremely satisfied	24.93%	95
Very satisfied	45.93%	175
Somewhat satisfied	21.52%	82
Not so satisfied	5.25%	20
Not satisfied at all	2.36%	9
TOTAL		381

Q5 When conditions permit, what changes or further future developments would you like to see at the club?

STRUCTURE/FIXTURES/FURNITURE

1. Remove the dividing wall
2. Clear café blinds
3. More outdoor dining tables/ Nicer furniture outdoors
4. Bench setting upgrade
5. A second level/ upstairs deck – many comments on this!
6. Upgrade sound system
7. Lighting outside
8. Improved disability parking
9. Open up floor plan /remove wall
10. New toilets
11. Some clear screens around the outdoor area to keep the warmth of the heaters in during cooler time
12. Remove the smoking area at the front of the club it doesn't create a welcoming atmosphere
13. Paint the facades out the front of the club
14. The smokers section at the rear of the building to be removed, have all smokers outside or don't come at all
15. I would like to see the segregation wall cut in half, as open plan takes away the congestion look. However, the rest of the wall to be taken right to the ceiling as I appreciate the reason the wall is there.
16. Bifold doors out to the deck/zip screens out to the deck
17. Outdoor heating for tables outside
18. Waterproof the roof on the verandah
19. additional disability parking space
20. Open up the carpet bowl area so families will be able to be entertained
21. Lounges out the back near brasserie more outdoor seating with umbrellas or mobile shade sails
22. Improved atmosphere - less harsh lighting, sofas in back annex. Plants on deck.
23. No smoking in an area that family's sit to eat. It's 2022
24. Fencing around front and side. Railing quite dangerous
25. Remove punting tv's put out back in the sports bar making it a non-smoking venue especially out front where all the non-smoking locals use to sit
26. Different lighting options in the main dining area

FACILITIES

1. Craft Beer selection
2. BBQ Area
3. More activities
4. Dart boards
5. Kids area
6. Reduce number of TAB screens
7. More dog friendly tables
8. Snooker room re-instated
9. Area where we can sit and eat with our dog that's undercover
10. Some well tended green plants on the new deck
11. TV screen needs blocking from sunlight unless already noted
12. Improved tv coverage of betting stuff in gaming section
13. AFL and AFLW on the big screen

WHAT'S ON

1. Live music
2. More raffles
3. maybe trivia, bingo, poker nights etc t get the locals in on a week night.
4. Meat raffle go back to trays of meat
5. It would be nice to have live music once a week even if just acoustic , local art exhibition on walls , poetry reading , and film nights and pizza salad nights and more varied seafood dinners and more vegetarian dishes as well , happy hours are great

OTHER

1. More community involvement
2. Include Aboriginal flag in the club
3. Children outside only

GAMING

1. Ticket system for pokies

Q6 Overall, how satisfied are you with the trading hours of the club and My Little Brasserie

ANSWER CHOICES	RESPONSES	
Extremely satisfied	14.88%	57
Very satisfied	58.75%	225
Somewhat satisfied	21.67%	83
Not so satisfied	3.39%	13
Not satisfied at all	1.31%	5
TOTAL		383

Q7 Would you like to see any changes to the trading hours of the club or My Little Brasserie?

Overall happy with the trading hours

Q8 Overall, how satisfied are you with the beverage options at the Coledale RSL bar?

ANSWER CHOICES	RESPONSES	
Extremely satisfied	24.40%	91
Very satisfied	51.47%	192
Somewhat satisfied	20.64%	77
Not so satisfied	2.14%	8
Not satisfied at all	1.34%	5
TOTAL		373

Q9 How well do our services at the bar meet your needs?

ANSWER CHOICES	RESPONSES	
Extremely well	34.05%	127
Very well	54.42%	203
Somewhat well	9.92%	37
Not so well	0.80%	3
Not at all well	0.80%	3
TOTAL		373

Q10 How would you rate the quality of products at the bar?

ANSWER CHOICES	RESPONSES	
Very high quality	15.82%	59
High quality	53.89%	201
Neither high nor low quality	27.08%	101
Low quality	2.68%	10
Very low quality	0.54%	2
TOTAL		373

Q11 How would you rate the value for money when purchasing from the bar?

ANSWER CHOICES	RESPONSES	
Excellent	25.74%	96
Above average	42.36%	158
Average	28.42%	106
Below average	2.95%	11
Poor	0.54%	2
TOTAL		373

Q12 How friendly do you find our team members at the Club?

ANSWER CHOICES	RESPONSES	
Extremely friendly	50.13%	187
Very friendly	37.80%	141
Somewhat friendly	10.46%	39
Not so friendly	1.07%	4
Not at all friendly	0.00%	0
Not applicable	0.54%	2
TOTAL		373

Q13 How likely are you to visit Coledale RSL to purchase beverages?

ANSWER CHOICES	RESPONSES	
Extremely likely	43.70%	163
Very likely	37.27%	139
Somewhat likely	14.21%	53
Not so likely	3.75%	14
Not at all likely	1.07%	4
TOTAL		373

Q14 Do you have any other comments, questions, or concerns at the bar at Coledale RSL?

1. 98% of members believe the services at the bar meet their needs
2. 26.95% of respondents thought that the quality of products at the bar were neither low or high
3. 68.47% believe that the bar value for money is above average or excellent
4. Improve wine menu
5. OLD Beer on tap
6. More variety of drinks
7. Better beer selection, more range of craft beers.
8. More local beers

Q15 Overall, how satisfied are you with the menu options at My Little Brasserie?

ANSWER CHOICES	RESPONSES	
Extremely satisfied	9.62%	35
Very satisfied	32.42%	118
Somewhat satisfied	40.38%	147
Not so satisfied	9.62%	35
Not satisfied at all	7.97%	29
TOTAL		364

Q16 How well do our services at My Little Brasserie meet your needs?

ANSWER CHOICES	RESPONSES	
Extremely well	10.16%	37
Very well	43.68%	159
Somewhat well	28.85%	105
Not so well	10.16%	37
Not at all well	7.14%	26
TOTAL		364

Q17 How would you rate the quality of our food at My Little Brasserie?

ANSWER CHOICES	RESPONSES	
Very high quality	11.29%	41
High quality	44.35%	161
Neither high nor low quality	35.54%	129
Low quality	5.51%	20
Very low quality	3.31%	12
TOTAL		363

Q18 How would you rate the value for money of the menu items at My Little Brasserie?

ANSWER CHOICES	RESPONSES	
Excellent	11.26%	41
Above average	24.73%	90
Average	48.08%	175
Below average	9.62%	35
Poor	6.32%	23
TOTAL		364

Q19 How responsive have we been to your questions or concerns at My Little Brasserie?

ANSWER CHOICES	RESPONSES	
Extremely responsive	10.16%	37
Very responsive	24.73%	90
Somewhat responsive	19.23%	70
Not so responsive	4.95%	18
Not at all responsive	3.30%	12
Not applicable	37.64%	137
TOTAL		364

Q20 How likely are you to visit My Little Brasserie to purchase food?

ANSWER CHOICES	RESPONSES	
Extremely likely	21.98%	80
Very likely	36.54%	133
Somewhat likely	23.35%	85
Not so likely	8.79%	32
Not at all likely	9.34%	34
TOTAL		364

Q21 What meal options would you like to see on the menu?

1. Suggestions to be all day dining
2. Suggestion to stay later for lunch on Fridays for after school snacks
3. More variety
4. Possible not open Mon or Tues. went for dinner on a Monday night but atmosphere non-existent due to being "empty" felt sorry for staff catering to such small numbers.
5. Ice cream cabinet
6. More seafood
7. Pizza oven/menu
8. Turkish bacon rolls with a tradie opening time
9. More gluten free options
10. Change menu options more frequently
11. Roast dinners Sunday
12. More food options for kids
13. Cheaper food options
14. Special menu nights i.e. curry nights, Chef's native home cooking
15. The bistro needs a couple more vego options. They have got our orders wrong before / taken a long time to cook on a quiet night etc. Not sure why?
16. All day service on Sunday
17. More salads/salad on burgers
18. Wood fired pizza oven on the deck

Q22 Do you have any other comments, questions, or concerns at the food at My Little Brasserie?

1. Most respondents said 'No'
2. No, not really. Very happy with quality of food but, yeah, more vegetarian options are always good.
3. An expensive menu and we can get the same menu at Headies and Thirroul pubs
4. Carlos and team do a great job
5. I feel like the food is overpriced for what it is - it should either be much better or a bit cheaper and just accept its basic pub food - either option would be fine. It's ok food but compared to Bowlo it's not anywhere near as appealing and costs a lot more.
6. Please update or make the ordering area look nicer, or you could introduce ordering from the menu with QR code.
7. High price compared to most other clubs
8. The meals we have had have been extremely pleasing & of high quality.
9. In comparison to other venues, the portion size of meals are small, especially the Portuguese chicken burger.
10. Do simple food well and you can't go wrong. It does not need to be fancy.
11. It is great. Maybe some specials that change here and there.
12. Too expensive its an rsl bistro!
- 13.
14. Just the price for most things is quite ridiculous, a basket of wedges should only cost \$5-12 not 16 or whatever it is. I could get a whole bag from Coles for 2!
15. The choice seems to be a bit limited. The prices have increased but that is to be expected but the meals also seem to have gotten smaller.
16. Carlos and his team do an excellent job. It would be great if the wider club management would follow his lead in modernising the club environment.
17. Smaller cheaper options would be great
18. Needs improvement