

OVERALL RATING

- A** All in all, how impressed are you personally with this golf course? A score of '5' means you are extremely impressed. A score of '1' means you are not impressed at all. You can use the numbers in between to rate your impression on a scale.
- | | |
|--------------------------------|----------------------------|
| extremely impressed (level 5) | ☐ 5 |
| Level 4 | ☐ 4 |
| Level 3 | ☐ 3 |
| Level 2 | ☐ 2 |
| not at all impressed (Level 1) | ☐ 1 |
-
- B** To what extent do you agree with the following statement: 'This golf course, as it presented itself today, is one of the most beautiful courses I know.' '5' means you 'fully' agree with this statement. '1' means you 'do not agree at all' with this statement.
- | | |
|----------------------------------|----------------------------|
| I agree wholeheartedly (Level 5) | ☐ 5 |
| Level 4 | ☐ 4 |
| Level 3 | ☐ 3 |
| Level 2 | ☐ 2 |
| I strongly disagree (Level 1) | ☐ 1 |
-
- C** Would you recommend this course to a very good friend or acquaintance who is very discerning, as a golf course they absolutely must play? '5' means 'would definitely recommend'. '1' means 'would certainly not recommend'.
- | | |
|---|----------------------------|
| Would definitely recommend (level 5) | ☐ 5 |
| Probably recommend (level 4) | ☐ 4 |
| Might recommend/might not recommend (Level 3) | ☐ 3 |
| Unlikely to recommend (Level 2) | ☐ 2 |
| Definitely not recommended (Level 1) | ☐ 1 |
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- D** What did you particularly like/what left a particularly good impression on you? Please provide a detailed list.
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- E** What did you particularly dislike/left a particularly bad impression? Please list specific examples.
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FIXED SEATING ARRANGEMENTS

- 1a** Setting within the landscape (surroundings of the site / panorama / charm of the landscape; e.g. mountainous landscape, mature trees, typical steppe landscape, lake scenery).
- | | |
|-------------------------|----------------------------|
| exceptionally beautiful | ☐ 4 |
| very beautiful | ☐ 3 |
| nice | ☐ 2 |
| it's | ☐ 1 |
-
- 1b** The beauty of the natural features of the site (such as trees, water, biotopes, dunes, etc.)
- | | |
|-------------------------|----------------------------|
| exceptionally beautiful | ☐ 4 |
| very beautiful | ☐ 3 |
| Beautiful | ☐ 2 |
| it's okay | ☐ 1 |
-
- 1c** Quiet location (The assessment focuses on seclusion; undisturbed location versus roads running alongside or crossing the property, noise pollution, disturbances (e.g. overhead power lines). Please explain your answer.
- | | |
|----------------------------------|----------------------------|
| ideal, completely quiet/secluded | ☐ 4 |
| almost ideal | ☐ 3 |
| few disturbances | ☐ 2 |
| many disruptive factors | ☐ 1 |
-

1d	Course design/architecture in terms of aesthetics/appearance (layout of the fairways, hazards, contouring and positioning of the greens, etc.).	exceptionally beautiful	☐ 4
		very beautiful	☐ 3
		beautiful	☐ 2
		It works	☐ 1
1e	Variety / Course design from a golfing perspective. (Variety of challenges/holes, hole length, position and frequency of obstacles, difficulty of approach shots and defence of the greens).	Very varied	☐ 4
		good variety	☐ 3
		It's acceptable	☐ 2
		less varied	☐ 1
1f	Clarity of the course (visibility of landing areas, obstacles and greens). Please provide photos as evidence.	very clear	☐ 4
		clear	☐ 3
		It's okay	☐ 2
		less clear	☐ 1
1g C	Safety distances / boundaries (The risk of being hit by a ball from another fairway or tee is assessed))	Optimal/perfect everywhere	☐ 4
		largely optimal	☐ 3
		several parts not quite optimal	☐ 2
		many areas not quite optimal	☐ 1
1h	Impression of the entire club grounds: A visual delight in terms of the grounds, buildings, setting, panoramic views, access road, car park, etc. It's the first impression that counts.	impressively beautiful	☐ 4
		very beautiful	☐ 3
		Beautiful	☐ 2
		It's OK	☐ 1
1i C	Image of the course designer (assessment based on the list of designers!).	world-famous designer	☐ 4
		International designer	☐ 3
		national designer	☐ 2
		unknown designers	☐ 1
1j C	Playability in bad weather	very playable	☐ 4
		Good playability	☐ 3
		It's okay	☐ 2
		not so easy to play	☐ 1
		Cannot assess, or can only assess poorly	☐ A
1k C	Course irrigation (unlimited, full-coverage water supply to all 18 holes).	Optimal	☐ 4
		Very few restrictions	☐ 3
		significant restrictions	☐ 2
		no fairway watering	☐ 1

1l	Behaviour of course staff whilst carrying out maintenance work. How much did you personally feel disturbed? This question is not intended to prohibit maintenance work. Rather, it concerns the appropriate behaviour of course staff – attentiveness, consideration for golfers; do the course staff move to the side to let you play through?	Not bothered at all	☐ 4
		disturbed a few times	☐ 3
		Disturbed quite often	☐ 2
		constantly disturbed	☐ 1
1 m	Total distance to be covered off the fairways (from the centre of the car park to the club office to the 1st tee)	up to 1,200 m	☐ 4
C	plus the sum of the distances between holes (from the centre of each green to measuring point at the men's tee) plus the distance from the last green to the clubhouse).	1,200 m to 1,800 m	☐ 3
		1,800 m to 2,300 m	☐ 2
		over 2,300 m	☐ 1
1n	Distance from the 9th green to the clubhouse.	less than 200 m	☐ 4
C		200 to 300 m	☐ 3
		more than 300 m	☐ 1
1o	Distance from the last green to the clubhouse.	less than 200 m	☐ 4
C		200 to 300 m	☐ 3
		more than 300 m	☐ 1
1p	Is the golf course easy to find? (using a sat-nav or clear signage)	easy to find	☐ 4
		not so easy to find	☐ 3
		difficult to find	☐ 1

FAIRWAYS

2a	Grass density (carpet-like versus meadow-like quality). (Please assess this in terms of playability.)	All fairways have perfect turf density	☐ 4
		almost all (except for a maximum of 3)	☐ 3
		Turf density could be better	☐ 2
		The turf density leaves something to be desired	☐ 1
2b	Quality of the grass cut. The assessment considers whether the grass has been cut evenly or whether there are cutting errors with rough edges, whether any indentations have been accidentally cut, and whether the mowers – in fine weather – have left deep tyre tracks.	Everything is perfect	☐ 4
		a few minor faults/tyre marks	☐ 3
		Several mowing errors/tyre tracks	☐ 2
		many mowing errors/tyre marks	☐ 1
2c	What is the condition of the fairways (bald patches, scorch marks, disease), excluding divots? The key factor is whether the position of the ball is affected.	extremely good	☐ 4
		Very good	☐ 3
		still good	☐ 2
		not so good	☐ 1
2d	Is there any visual impairment caused by bald patches, brown patches, scorch marks or disease?	none at all	☐ 4
		on a few fairways	☐ 3
		on several fairways	☐ 2
		on quite a few fairways	☐ 1

2e	Grass clippings on fairways / semi-roughs.	No grass clippings anywhere	☐ 4
		on a few fairways	☐ 3
		on several fairways	☐ 2
		on almost all fairways	☐ 1
2f	Cutting height of the grass/lawn on the fairways.	Excellent to play on	☐ 4
		very good to play on	☐ 3
		Good to play on	☐ 2
		not so good to play	☐ 1
2g	Damp patches on the fairways (in normal weather conditions).	No damp patches present	☐ 4
		Isolated damp patches (up to a maximum of 3 holes)	☐ 3
		Frequent damp patches (more than 6 tracks)	☐ 2
		Wet patches on almost all fairways	☐ 1
2h	Mowing height / condition of the semi-rough (Can balls be played?).	very good playability	☐ 4
		good playability	☐ 3
		difficult to play	☐ 2
		The semi-rough penalises too harshly	☐ 1
2i	Cut levels: Are there three cut levels available?	Yes	☐ 4
		no	☐ 1
2j	Cutting edge right up to the hard rough: Is the cutting edge sharply defined? Is there a visible line?	Perfect edge all round	☐ 4
		an edge almost everywhere	☐ 3
		an edge in some places	☐ 2
		(almost) no edge anywhere	☐ 1
2k	How easy are the bunkers to play (depth of sand, consistency of the sand, stones, water)? Please play at least 3 fairway bunkers and 3 green bunkers each for a representative assessment.	All bunkers are ideal	☐ 4
		Most bunkers are ideal (apart from a maximum of 3)	☐ 3
		Bunkers have visible problems (4–6)	☐ 2
		Bunkers are mostly poor (more than 6)	☐ 1
2l	Appearance of the bunkers (trimmed edges, weeds, stones, protruding bits of turf).	very well maintained	☐ 4
		well maintained	☐ 3
		It's passable	☐ 2
		not very well maintained	☐ 1

2m	Water features (natural appearance, styling, planting, special vegetation, harmonious integration into the surroundings, etc.)	I like this very much (maintenance/style)	☐ 4
		I quite like it (maintenance/style)	☐ 3
		It's OK (maintenance/style)	☐ 2
		I don't like it so much (care/style)	☐ 1
		No water hazards present	☐ A

GREENS

3a	Quality of the greens in terms of appearance (maintenance, mowing, extremely good edge to the approach green).		☐ 4
		very good	☐ 3
		still good	☐ 2
		not so good	☐ 1

3b	Are there any bald patches, brown patches, scorch marks or Susceptible to disease?	none at all	☐ 4
		on a few greens	☐ 3
		on several greens	☐ 2
		on quite a few greens	☐ 1

3c	Same / different ball speed on the 18 greens.	Same speed on all 18 greens	☐ 4
		Same speed on almost all greens	☐ 3
		mostly the same speed	☐ 2
		Often varying speeds	☐ 1

3d	Absolute ball speed (average assessment across all 18 greens).	very fast	☐ 4
		fast	☐ 3
		medium	☐ 2
		rather slow	☐ 1

3e	Ball roll quality (smoothness versus bumpiness, 'Fairness of the greens', consistency)	perfect on all greens	☐ 4
		perfect on almost all greens	☐ 3
		Generally good	☐ 2
		generally a bit bumpy	☐ 1

3f	Quality of the approach greens: mowing and turf maintenance, Turf density; are there any mowing errors such as uneven edges, or have any indentations been accidentally cut?	very well maintained	☐ 4
		well maintained	☐ 3
		acceptable	☐ 2
		not very well maintained	☐ 1

3g	Is the edge where the lawn meets the green neatly cut?	neatly cut on all greens	☐ 4
		Cleanly cut on most greens (up to a maximum of 3)	☐ 3
		neatly cut on a few greens	☐ 2
		Generally uneven or mowing errors (> 6 greens)	☐ 1
3h	Quality of the area around the green (mowing and turf maintenance within a radius of 3–3.5 m around the green). Please also note the cutting height and the position of the ball here.	very well maintained	☐ 4
		well maintained	☐ 3
		It's passable	☐ 2
		not very well maintained	☐ 1
3i	How well the practice green matches the 18 greens.	on all greens	☐ 4
		on most greens (except for a maximum of 3)	☐ 3
		on a few greens (except for a maximum of 6)	☐ 2
		on none of the greens	☐ 1
3j	Cup stitch (sharp, defined edges).	All cups sharply cut	☐ 4
		Most of the cups are sharply cut	☐ 3
		Several cups with torn edges	☐ 2
		Many cups with torn edges	☐ 1
3k	Technical difficulty of the greens when putting (flat, domed, sloping, undulating, level).	All greens are challenging to putt on	☐ 4
		Most of the greens are challenging to putt on	☐ 3
		25–50% are tricky to putt on	☐ 2
		Only a few greens are tricky to putt on	☐ 1

TEES

4a	Turf density on the tees (appearance and look; divots are not a factor here).	All with very good turf density	☐ 4
		Almost all with very good turf density	☐ 3
		Turf density could be better	☐ 2
		Turf density unsatisfactory	☐ 1
4b	Condition of the tees (bald patches, brown patches, scorch marks, disease) with no new divots within the tee markings.	Excellent condition	☐ 4
		very good condition	☐ 3
		still in good condition	☐ 2
		not in such good condition	☐ 1

4c	Cutting height of the turf (the ideal height is 10–12 mm).	Perfect cutting height throughout	☐ 4
		Almost perfect cutting height everywhere	☐ 3
		Generally cut slightly too high/low	☐ 2
		generally cut far too high/low	☐ 1
4d	Stability and firmness of your footing (specifically, whether it feels good or bad – soft or hard ground).	Perfect grip everywhere	☐ 4
		Perfect grip almost everywhere	☐ 3
		Often not perfect stability	☐ 2
		often not perfectly stable	☐ 1
4e	Condition of the tees: To what extent have the divots been repaired? Please note the overall condition of the tees, taking into account the wear and tear within the tee area.)	All tees are well maintained	☐ 4
		Almost all the tees are well maintained	☐ 3
		largely unmaintained	☐ 2
		none maintained	☐ 1
4f	Quality of the tee area within a two-metre radius (trimming, bare patches/wet patches).	very good throughout	☐ 4
		predominantly very good	☐ 3
		Often not good (4–6)	☐ 2
		mostly not good (>6)	☐ 1

TRAINING GROUNDS / FACILITIES

5a	Spaciousness/extent of the driving range (small versus large site, length, width, depth; consider the driving range as a whole, including its setting and buildings).	5a very spacious/generous	☐ 4
		spacious/generous	☐ 3
		less spacious/extensive	☐ 2
		Tends to be slightly smaller	☐ 1
5b	Driving range facilities (tees, target options, practice greens).	very good	☐ 4
		Good	☐ 3
		It's okay	☐ 2
		Not so good	☐ 1
5c	Condition of the driving range (turf condition, Cleanliness; assess primarily the appearance, although some worn areas are acceptable).	very good	☐ 4
		Good	☐ 3
		It's acceptable	☐ 2
		not so good	☐ 1
5d	Distance from the clubhouse to the driving range	up to 200 m	☐ 4
		200 to 300 m	☐ 3
		300 to 400 m	☐ 2
		more than 400 m	☐ 1

5e	Quality of the practice balls (new versus used). Please provide reasons and supporting evidence.	Very good quality; all balls are new	☐ 4
		Good quality, a few worn balls	☐ 3
		Not so good quality, many worn balls	☐ 2
		Poor quality, all balls worn out	☐ 1
5f	Quality of the grass tees (assessed on the basis of grass density; evenness of the surface; ample/limited space in relation to the defined tee area).	very good	☐ 4
		good	☐ 3
		acceptable	☐ 2
		not so good	☐ 1
		none available/cannot be assessed	☐ A
5g	Number of covered putts	10 or more	☐ 4
		6 to 9	☐ 3
		up to 5	☐ 2
		none	☐ 1
5h	Number of outdoor grass tees	24 or more	☐ 4
		16 to 23	☐ 3
		up to 16	☐ 2
		none	☐ 1
5i	Number of distance markers on the driving range (e.g. 50m, 75m, 100m, 150m, 200m, etc.).	More than 4 distances displayed	☐ 4
		3 to 4	☐ 3
		1 to 2	☐ 2
		none available	☐ 1
5j	Are there any modelled, constructed practice greens on the driving range?	Yes	☐ 4
		No	☐ 1
5k	Does the driving range have a clearly marked zero point so that distances can be estimated when the tee areas are moved?	Yes	☐ 4
		No	☐ 1
5l	Generosity of the putting green (narrow versus wide/large, space for at least 10 players to putt simultaneously, at least 10 flags to aim for; multiple putting greens are counted together).	very spacious	☐ 4
		spacious	☐ 3
		less spacious	☐ 2
		rather on the small side	☐ 1
5m	Quality of the turf/condition of the putting green(s) (mowing, rolling quality, bare patches, fungal infestation).	very good	☐ 4
		good	☐ 3
		acceptable	☐ 2
		not so good	☐ 1

5n	Variability of the putting green(s) (different putting situations, breaks, slopes, etc.).	very variable, more than 6 putting situations	☐ 4
		Variable, 4–5 putting situations	☐ 3
		less variable, 2–3 putting situations	☐ 2
		not variable, flat	☐ 1
5o	'Short Game' practice area (size and variety of practice options; all short game areas are combined). The assessment covers the size of the area, the variety of practice options, pitching/chipping from shorter and longer distances, the number of bunkers, bunker depths, the number of targets, etc.	very generously laid out	☐ 4
		spacious layout	☐ 3
		less generously laid out	☐ 2
		rather limited in scope	☐ 1
5p	Condition of the 'Short Game' practice area (turf density and cut, bare patches, bunker quality and divots are of secondary importance).	very good	☐ 4
		Good	☐ 3
		acceptable	☐ 2
		not so good	☐ 1

VENUE FACILITIES

6a C	Number of carts/buggies (this includes all mechanical means of transport, including single-seater carts and Segways).	11 and over	☐ 4
		6–10	☐ 3
		up to 5	☐ 2
		none	☐ 1
6b C	Quality of the trolleys or electric trolleys (please check!).	extremely good	☐ 4
		Very good	☐ 3
		still good	☐ 2
		Not so good	☐ 1
6c C	Condition of the buggies	very good condition	☐ 4
		Good condition	☐ 3
		It's okay	☐ 2
		Not in very good condition	☐ 1
		No carts	☐ A
6d C	Visibility of distance markers (distance pegs and obstacle markings).	Three types of markings (side markings (pegs), fairway and sprinkler	☐ 4
		two types of marking	☐ 3
		a type of marking	☐ 2
		no markings	☐ 1
6e C	Number of accessible toilets on the course: how many toilets – excluding the clubhouse – can the golfer access pass by during a round? (If, whilst playing different holes, a golfer passes a toilet – even the same one – more than once, then this toilet should be counted multiple times).	Two or more	☐ 4
		one	☐ 3
		none	☐ 1

6f	Facilities in the toilets on the course (excluding clubhouse).	excellent	☐ 4
		very good	☐ 3
		Good	☐ 2
		Not so good	☐ 1
		no toilets	☐ A
6g	Cleanliness/hygiene of the toilets on the site (excluding clubhouse).	extremely good	☐ 4
		very good	☐ 3
		still good	☐ 2
		Not so good	☐ 1
		No toilets on the site	☐ A
6h	Catering on the golf course (choice and quality). Here This also applies to vending machines stocked with snacks and drinks. The clubhouse may count as a refreshment stop if it can be reached immediately after the halfway point of the round. A mobile refreshment service also counts.	excellent	☐ 4
		very good	☐ 3
		good	☐ 2
		not so good	☐ 1
		No halfway house available/not open	☐ A
6i	How good was the provision of drinks? (Provision includes water dispensers, drinks service, vending machines, halfway house, clubhouse after 9 holes)	Very good provision	☐ 4
		Good provision	☐ 3
		Poor provision	☐ 2
		no provision	☐ 1
6j	Tee boards or birdie book	Both available	☐ 4
C		Tee sign only	☐ 3
		Birdie Book only	☐ 2
		Neither available	☐ 1
6k	Tee boards: Cleanliness, grass cut around the boards etc.	extremely good	☐ 4
		very good	☐ 3
		still good	☐ 2
		not so good	☐ 1
		none available	☐ A
6l	Ball washer (quality of the ball washers, clean water, soap, clean towels). They rate the ball washers at several tees.	excellent	☐ 4
		good	☐ 3
		acceptable	☐ 2
		poor	☐ 1
6m	Information about the flag position: Information was provided or was accessible, or it was possible to see where the flags were positioned on the green (via colour coding/balls next to the flags, details on the scorecard, etc.)	available	☐ 4
		not available	☐ 1

6n C	Number of benches at the tees (at least 1 bench per ladies' or men's tee).	largely available	☐ 4
		only a few available	☐ 3
		one available	☐ 1
6o	Cleanliness of the benches.	Cleanliness very good	☐ 4
		Cleanliness: good	☐ 3
		Cleanliness: adequate	☐ 2
		No benches	☐ A
6p C	Signposting/information system on the site. Signposting to the nearest tees (course guide, 1st and 10th tees, club office, other buildings, course facilities).	very good	☐ 4
		Good	☐ 3
		It's okay	☐ 2
		not so good	☐ 1
6q C	Is there a starter or a course marshal on duty?	Ongoing, daily attendance	☐ 4
		On-site during peak periods	☐ 3
		Occasional attendance	☐ 2
		No attendance	☐ 1
6r C	Greatest distance to a lightning-protected shelter. The following count as shelters lightning-protected shelters, the halfway house and the clubhouse.	less than 500m	☐ 4
		500 m – 750 m	☐ 3
		more than 750 metres	☐ 1
6s C	Medical facilities (basic equipment and emergency numbers must be available at least in the clubhouse and in the changing rooms). Defibrillator, first-aid courses, list of members detailing pre-existing conditions, arrangements with an emergency doctor).	Well prepared	☐ 4
		sufficiently prepared	☐ 3
		inadequately prepared	☐ 2
		lack of precaution	☐ 1
6t C	Halfway house after 9 holes: This refers to the clubhouse between hole 9 and hole 10 (no more than 50 metres from the) or the halfway house on the course.	Available	☐ 4
		not available	☐ 1
6u C	Are there reflectors on the flagpoles?	Yes	☐ 4
		Not present	☐ 1
6v	Condition of the bridges.	Very neat and clean	☐ 4
		Fine	☐ 3
		Worn	☐ 2
		No bridges present	☐ A
6w	Condition of the paths between the fairways.	All paths are in perfect condition	☐ 4
		Almost all paths in perfect condition (apart from a maximum of 3)	☐ 3
		Some paths are not maintained	☐ 2
		Most paths are not maintained (>6)	☐ 1

6x	facilities for cleaning racquets and shoes (washing stations, compressed air nozzles, water basins, brushes, cloths).	At least 2 washing stations & 2 compressed air nozzles, brushes, cloths	☐ 4
		Washing station, compressed air nozzle, brushes, cloths	☐ 3
		1 washing bay including brushes	☐ 2
		No racket and shoe cleaning facilities	☐ 1
6y	Condition of the racket and shoe cleaning facilities.	Working perfectly	☐ 4
		limited functionality (e.g.) cloths are dirty	☐ 3
		Poor performance	☐ 2
		No racket or shoe cleaning facilities	☐ 1
6za	Is there a public course?	Yes	☐ 4
C		Not available	☐ A
6zb	Is there a practice area?	Yes	☐ 4
C		Not available	☐ A
6zc	Quality of the grass/lawn cut (Assess whether the grass has been cut evenly or whether there are cutting errors with uneven edges, whether any indentations have been accidentally cut, and whether the mowers – in fine weather – have left deep tyre tracks).	Everything is perfect	☐ 4
		a few mowing errors/tyre tracks	☐ 3
		Several mowing errors/tyre tracks	☐ 2
		many mowing errors/tyre marks	☐ 1
		no practice area/public course	☐ A
6zd	What is the condition of the fairways (bald patches, scorch marks, disease), excluding divots? The key factor is whether the position of the ball is affected.	extremely good	☐ 4
		very good	☐ 3
		still good	☐ 2
		not so good	☐ 1
		no practice area/public course	☐ A
6ze	Cutting height of the grass/lawn on the fairways.	Excellent to play on	☐ 4
		very good to play on	☐ 3
		Good to play on	☐ 2
		not so good to play	☐ 1
		no driving range/public course	☐ A
6zf	Aesthetic quality of the bunkers (trimmed edges, weeds, stones, protruding bits of turf).	Very well maintained	☐ 4
		well maintained	☐ 3
		It's passable	☐ 2
		not very well maintained	☐ 1
		no practice area/public course	☐ A

6zg	Visual quality of the greens (maintenance, mowing, edge to the approach area).	extremely good	☐ 4
		very good	☐ 3
		still good	☐ 2
		not so good	☐ 1
		No practice area/public course	☐ A

6zh	Are there any bare patches, brown patches, scorch marks or Signs of disease?	none at all	☐ 4
		on a few greens	☐ 3
		on several greens	☐ 2
		on a relatively large number of greens	☐ 1
		no driving range/public course	☐ A

6zi	Ball roll quality (smoothness versus bumpiness, 'Fairness of the greens', tracking).	perfect on all greens	☐ 4
		Perfect on almost all greens	☐ 3
		Generally good	☐ 2
		generally a bit bumpy	☐ 1
		no practice area/public course	☐ A

6zj	Condition of the tees (bald patches, brown patches, (burns, damage caused by disease) without new divots within the tee markers.	in excellent condition	☐ 4
		very good condition	☐ 3
		still in good condition	☐ 2
		not in such good condition	☐ 1
		No practice area/public course	☐ A

6zk	Condition of the tees (To what extent have divots been repaired? Please note the overall condition of the tees, taking into account the wear and tear within the tee area).	All tees are well maintained	☐ 4
		Almost all tees are well maintained	☐ 3
		largely unmaintained	☐ 2
		none maintained	☐ 1
		No driving range/public course	☐ A

SECRETARIAT

7a	Telephone enquiry regarding start time and/or playability.	very satisfactory	☐ 4
		Satisfactory	☐ 3
		Less than satisfactory	☐ 2
		unsatisfactory	☐ 1

7b	Can tee times be booked?	yes	☐ 4
C	philosophy	Not necessary/not in line with the course's	
			☐ A

7c	Reception area of the secretariat (assessment covers atmosphere, cleanliness, furnishings and lighting).	Very attractive and very welcoming	☐ 4
		Nice and inviting	☐ 3
		Less attractive and inviting	☐ 2
		leaves much to be desired	☐ 1

7d	Friendliness, information, service at reception (welcoming atmosphere).	Very friendly and welcoming ☐ 4 Friendly ☐ 3 neutral, not very friendly ☐ 2 unfriendly ☐ 1
7e	Quality of care provided by staff (commitment and competent advice).	very committed ☐ 4 dedicated ☐ 3 It's okay ☐ 2 not particularly committed ☐ 1
7f	During the conversation, did you (regardless of who asked the question) maintained?) the desired and correct information	all the information ☐ 4 received almost all the information ☐ 3 some of the information was incorrect ☐ 2 received incorrect information or no information at all ☐ 1
7g	Was the staff member friendly when inviting you to play a round of golf ?	yes ☐ 4 no ☐ 1
7h	Do the staff have a neat and tidy appearance? (clothing, shoes, hairstyle)?	All staff are very well-groomed ☐ 4 Most staff are very well-groomed ☐ 3 Only partly well-groomed ☐ 2 Rather unkempt appearance ☐ 1
7i	Are the staff members' names visible? (Name badges, display stands or similar)	yes ☐ 4 no ☐ 1
7j	Did you have to wait longer than 15 minutes for your tee shot? Did you have to wait, or were you able to play straight away (as booked), regardless of whether it was possible to book a tee time or not? (If tee times were not available to book and you had to wait longer than 15 minutes, please describe the reason for this.)	play straight away as booked ☐ 4 Wait longer than 15 minutes ☐ 1
7k	Is there Wi-Fi available in the clubhouse to Internet via Wi-Fi?	possible ☐ 4 Not possible ☐ 1
7l	Is there a defibrillator or an emergency plan in place?	Yes ☐ 4 No ☐ 1
8a	Interior design / fittings (ambience, atmosphere, cosiness, sense of space, quality of the furniture and fittings).	very nice / pleasant ☐ 4 nice / pleasant ☐ 3 OK, but nothing special ☐ 2 not particularly nice / pleasant ☐ 1

RESTAURANT

8b	How did you find the time it took for a member of staff contacted you?	very short, immediate contact ☐ 4 Short waiting time, acceptable ☐ 3 Took a little too long ☐ 2 Took far too long ☐ 1
8c	Was your table clean when you arrived, or was it cleaned promptly cleaned?	Yes ☐ 4 no ☐ 1
8d	Do the staff have a neat and tidy appearance? (clothing, shoes, hairstyle)?	All staff are very well-groomed ☐ 4 Most staff are very well-groomed ☐ 3 Only partly well-groomed ☐ 2 Rather unkempt appearance ☐ 1
8e	Friendliness of staff	very friendly ☐ 4 friendly ☐ 3 It's okay ☐ 2 not particularly friendly ☐ 1
8f	(Attentiveness, thoughtfulness, professionalism, competence, quality of care provided by staff, demeanour, attire, wine recommendations, dedication to guest care).	very competent/attentive ☐ 4 It's okay ☐ 2 not particularly competent/prudent ☐ 1
8g	Table settings inside the restaurant / on the terrace (depending on where you ate). Do they fit in with the atmosphere of the club, the restaurant and suitable for the region?	very good ☐ 4 very good ☐ 3 still nice ☐ 2 less nice ☐ 1
8h	Food selection (variety, special daily dishes and seasonal dishes, set menus, regional specialities).	very satisfactory ☐ 4 satisfactory ☐ 3 It's okay ☐ 2 Not particularly satisfactory ☐ 1
8i	Quality of the food (ratings can only be (to be awarded if a main course and either a starter or a dessert have been consumed).	excellent ☐ 4 very good ☐ 3 Good ☐ 2 not particularly good ☐ 1
8j	Quality and variety of the wine selection.	very satisfactory ☐ 4 satisfactory ☐ 3 It's okay ☐ 2 not particularly satisfactory ☐ 1

8k	How did you find the time it took before you were able to pay?	reasonable waiting time	☐ 4
		It went on a bit too long	☐ 3
		took far too long	☐ 2
		had to chase it up several times	☐ 1
8l	Atmosphere/cosiness of the terrace (location, view, surroundings, cosiness, furniture, visual and material quality of the outdoor tableware).	very nice / pleasant	☐ 4
		nice / pleasant	☐ 3
		OK, but nothing special	☐ 2
		not particularly nice / pleasant	☐ 1
8m	Value for money (All the aspects listed above should be taken into account in relation to the price, as well as the region and the quality of the food and drink, e.g. naturally cloudy apple juice versus standard apple juice).	very good	☐ 4
		Good	☐ 3
		It's okay	☐ 2
		leaves something to be desired	☐ 1
8n	Restaurant opening hours during the season.	7 days a week from 9 am or earlier	☐ 4
		7 days from lunch	☐ 3
		6 days from 9 am or earlier	☐ 2
		open for a shorter period	☐ 1

CLOAKROOMS

9a	Changing rooms (facilities, modernity, size, cleanliness; suited to a club atmosphere, towels, hairdryers, etc.).	very satisfactory	☐ 4
		satisfactory	☐ 3
		It's all about	☐ 2
		not particularly satisfactory	☐ 1
9b	Quality of the showers (facilities, modernity, cleanliness).	very satisfactory	☐ 4
		satisfactory	☐ 3
		It's okay	☐ 2
		Not particularly satisfactory	☐ 1
9c	Number of showers (total number of showers in the Ladies, gentlemen's and visitors cloakrooms).	8 or more showers	☐ 4
		4 to 7 showers	☐ 3
		Fewer than 4 showers	☐ 1
9d	Guest cupboards.	available	☐ 4
		not available	☐ 1

PROSHOP

10a	Interior design of the Pro Shop (atmosphere, cleanliness, Lighting).	very attractive and very welcoming	☐ 4
		Attractive and inviting	☐ 3
		Less attractive and inviting	☐ 2
		leaves a lot to be desired	☐ 1
10b	Product presentation (range, cleanliness, tidiness) is encourages customers to buy?).	very appealing	☐ 4
		clean and tidy	☐ 3
		Doesn't really encourage buying	☐ 2
		leaves much to be desired	☐ 1
10c	How extensive is the Proshop's range? (golf clubs, clothing, shoes, gloves, balls, accessories)?	Very good selection	☐ 4
		Good selection	☐ 3
		Very limited range	☐ 2
		No pro shop	☐ 1
10d	Impression and welcome in the pro shop.	Very friendly and warm	☐ 4
		Friendly	☐ 3
		Wasn't greeted	☐ 2
		The golf shop is run by the secretariat	☐ A
10e	Did you receive a warm and professional welcome in the pro shop?	Very dedicated and knowledgeable	☐ 4
		Service	☐ 4
		Competent and dedicated	☐ 3
		not very dedicated and/or competent	☐ 2
10f C	On how many days is the Pro Shop generally open for at least 8 hours?	All 7 days	☐ 4
		6 days	☐ 3
		On fewer than 6 days	☐ 1
10g C	Golf club set hire service (for men and women, for right- and left-handers).	Complete set of good-quality clubs	☐ 4
		Complete with average-quality clubs	☐ 3
		only a few clubs	☐ 2
		no service available	☐ 1
10h C	How many products bearing the Leading logo are on offer? Please specify which items these are in the comments.	Four or more	☐ 4
		three	☐ 3
		one or two	☐ 2
		none	☐ 1
		Not applicable/Applicant	☐ A

BRAND IMAGE / MARKETING

11a	Is the 'The Leading Golf Courses' flag clearly displayed?	Yes	☐ 4
		No	☐ 1
		Not applicable (applicant)	☐ A
11b	Is the sign 'The Leading Golf Courses' at the entrance clearly displayed?	yes	☐ 4
		no	☐ 1
		Not applicable (applicant)	☐ A
11c	Is the Leading Golf brochure on display?	yes	☐ 4
		No	☐ 1
		Not applicable (applicant)	☐ A
11d	On how many different media was the Leading logo was seen on the site? Please state in the comments to be displayed where (scorecards, birdie books, tees, golf buggies, Driving range, entrance sign, etc.).	more than five media	☐ 4
		three to four media	☐ 3
		one to two characters	☐ 2
		never	☐ 1
		not applicable (applicant)	☐ A
11e	Is the Leading Golf Courses logo on the website at or next to the club logo?	yes	☐ 4
		no	☐ 1
		Not applicable (applicant)	☐ A
11f	Is there a separate menu item on the website called 'The Leading Golf Courses'?	Yes	☐ 4
		no	☐ 1
		Not applicable (applicant)	☐ A
11h	Does the website have a responsive design (website that adapts to different devices)?	responsive design	☐ 4
		No responsive design	☐ 1
11i	Visual design of the website.	Very appealing, very attractive design	☐ 4
		Appealing, good design	☐ 3
		less appealing, mediocre design	☐ 2
		unappealing, poor design	☐ 1
11j	Clarity of the website.	Very clear, information easy to find	☐ 4
		Well-organised; information can be found	☐ 3
		less clear, information hard to find	☐ 2
		very confusing	☐ 1
11k	How up-to-date is the website?	Information is up to date	☐ 4
		Information is out of date	☐ 1

11l	Is the website also available in English?	English-language website available	☐ 4
		No English-language website	☐ 1
11m	The golf course's social media presence (Facebook, Instagram, Twitter, etc.).	Very good social media presence	☐ 4
		Less impressive social media presence	☐ 2
		No social media presence	☐ 1

INFRASTRUCTURE / ADDITIONAL AMENITIES

12a	Does the golf club have any other sports or leisure facilities? (Tennis court, swimming pool, sauna, gym, playground, etc.)?	Yes (and which ones?)	☐ 4
C		No	☐ 1
12b	Are there separate rooms at the golf club (meeting room, Fireplace room, card room)?	yes	☐ 4
C		No	☐ 1
12c	Have any national championships (national, international) held?	yes	☐ 4
C		no	☐ 1
12d	Is there a charging point for electric vehicles?	Yes	☐ 4
C		No	☐ 1
12e	Is there accommodation available for guests right next to the Golf course (hotel, apartments, etc.)?	Yes	☐ 4
C		no	☐ 1