

Analytical Insight Series: Employee Engagement Survey



As part of our ongoing Employee Engagement Benchmarking Program, results from over 1,100 employees across participating clubs continue to reflect a strong organisational culture and leadership alignment, with opportunities emerging around performance development and recognition.

The following trends have emerged :

1

OVERALL EMPLOYEE SATISFACTION:

Most Satisfied Department:
Club Administration

Least Satisfied Department:
Food & Beverage

2

TOP 3 RATED MEASURES

1. My Manager is knowledgeable about their job
2. Member and Guest satisfaction is a priority at our Club
3. I'm proud to say that I work at this Club

BOTTOM 3 RATED MEASURES

3

1. The Club has a good rewards and recognition program
2. I receive regular and constructive performance reviews
3. My Manager and I spend adequate time together setting performance goals

