



Sweep In & Tee Off

**What We Heard Report
Lloydminster Golf & Curling Centre Food and
Beverage Survey**

March 1, 2024

Communications, Recreation and Cultural Services and Parks and Green Spaces

Report Contents

Project Outline	Page 1
Advertising Methods	Page 1
Engagement Tactics	Page 2
In-person Consultation	Page 3
Digital Survey	Page 4
Demographics	Page 5
Current Facility Use	Page 7
Vision and Satisfaction	Page 13
Golf	Page 19
Curling	Page 21
Squash/Racquetball	Page 23
Food and Beverage Services	Page 24

Project Outline

Over the years, the Golf and Curling Centre has undergone various transformations, adapting to the needs of residents and visitors. To maintain its commitment to excellence, the City is focusing on refining the food and beverage services and overall customer service tactics.

Throughout the campaign, we aimed to engage the public to provide input so the City can create a welcoming atmosphere for Lloydminster residents and users of the facility, to cultivate an inviting ambiance for non-sport participants to bring family and friends to enjoy a meal and to position the Lloydminster Golf & Curling Centre as a destination for regional and national events.

Advertising Methods

The Communications department used a series of traditional and digital advertising methods to educate residents on consultation opportunities. These methods include:

- Media Release
 - Stingray (Real Country 95.9, Boom 101.9, Hot 93.7)
 - Meridian Source
 - The Goat
 - City of Lloydminster News module
- Social Media
 - Facebook
 - LinkedIn
 - Instagram
 - Twitter
- Print Media
 - The Bean
 - Morning News
 - Meridian Source
- Digital Billboards
 - City Hall/RCMP Billboard
- Radio
 - The Goat
 - Stingray (Real Country 95.9, Boom 101.9, Hot 93.7)
- Website
 - City of Lloydminster
 - Your Voice Lloydminster (yourvoicelloyd.ca/LGCC)
- Newsletters
 - Your Voice
 - FCSS
- Additional Techniques
 - Lobby Displays
 - Posters

Engagement Tactics

Virtually, a Lloydminster Golf & Curling Centre Survey and question-and-answer (Q&A) tool was published on the yourvoicelloyd.ca/LGCC website from January 15 to February 5. The Q&A module was not used during this time. Paper copies of the survey were also available throughout the campaign at the City Hall and lobby displays at both Lloydminster Golf & Curling Centre and Servus Sports Centre.

In-Person Consultation

- Open House, Question and Answer period
 - o Upstairs, Lloydminster Golf & Curling Centre
 - o 28 individuals engaged, four city staff were present leading the open floor period

Throughout this event, 28 people engaged with employees. They were asked four questions via information boards corresponding with the survey questions.

Question 1: What time of day do you utilize the Lloydminster Golf & Curling Centre?	
Earlier than 6 a.m.	
Breakfast time (6 to 9 a.m.)	
Late morning (9 to 11:30 a.m.)	
Lunchtime (11:30 a.m. to 1:30 p.m.)	
Afternoon (2 to 4 p.m.)	
Early evening (4:30 to 6 p.m.)	1
Later than 6 p.m.	1
Other (please specify)	Bonspiels and golf tournament days

Question 2: What menu items would you like to see from a food and beverage vendor?
Steak Sandwich
Caesar salad and ribs

It was found that more people wanted to engage verbally rather than interact with the boards. The topics of discussion were noted and can be found below.

Vendors
Key notes and suggestions: The rental fee must be competitive, maybe even free and be more commission based. The bidding process is a bit confusing. The City needs to assist in helping vendors succeed. Can business projections be shared? Will vendors get through highs and lows of business? Is the City looking at all options? Can a model be created that shows every detail? Can food and beverage vendors perhaps get incentives to golf or curl at discounted rates, or have priority booking options? Would we ever consider leasing the entire facility, not just food and beverage? Operation of facility – city operation versus private corporations Bids and tenders process – Approach restaurants one-on-one, advertise more

Members

Key notes and suggestions:

Incentivise the use of food and beverage service when membership is purchased

Food and Beverage Options

Key notes and suggestions:

More than one vendor

Grab-and-go options and a nice sit-down restaurant

Hours increased for special events

Franchise may make more sense

Restaurant should run every day

Accessibility is key

Provide catering

Digital Survey

Demographics

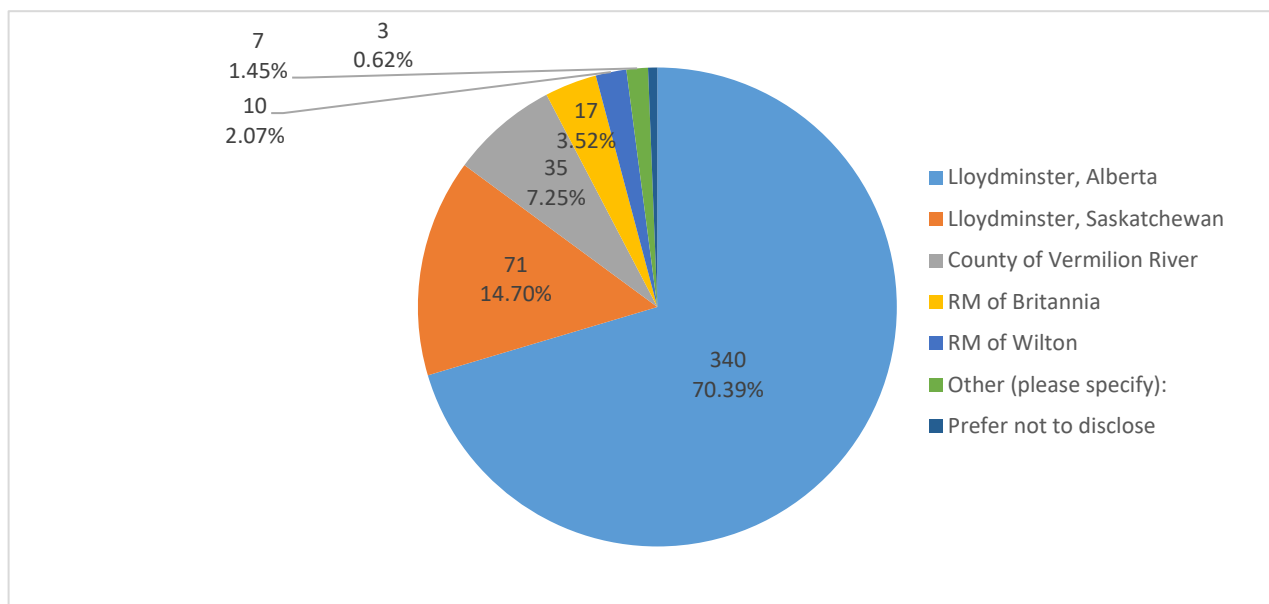
The City of Lloydminster aims to engage residents and visitors via inclusive and accessible techniques. In efforts to reach a large audience, as a digital means on engagement, an online survey was published from January 15 to February 5 on the public engagement website. The survey collected feedback from 483 individuals throughout the campaign. The following data is a conclusion of these submissions:

1. Where do you reside?

Of all responses, 70.39% (n=340) reside within Lloydminster, AB, 14.7% (n=71) reside within Lloydminster, SK, 7.25% (n=35) reside in the County of Vermilion River, 3.52% (n=17) reside within the RM of Britannia, 2.07% (n=10) reside within the RM of Wilton, 1.45% (n=7) specified Other and 0.62% (n=3) selected that they would prefer not to disclose.

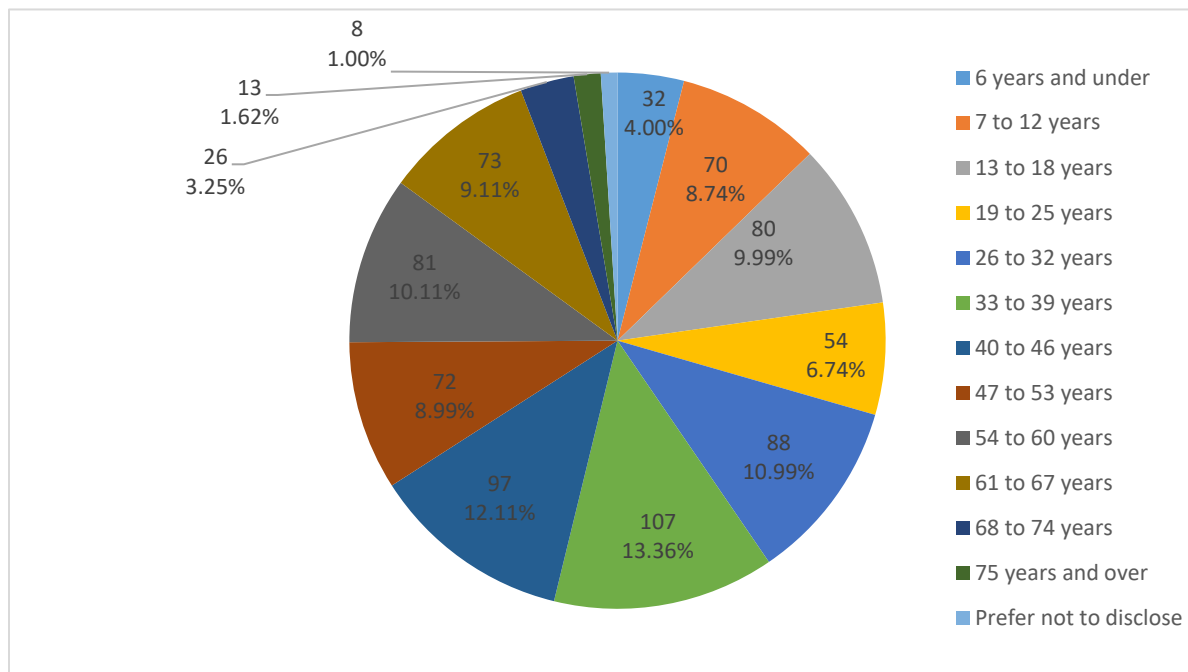
The locations listed under "Other (please specify)" were:

- Marshall, SK
- RM of Manitou Lake x 2
- North Battleford
- Calgary
- Onion Lake, SK
- Paradise Hill, SK



2. Including yourself, which of the following age ranges that reside within your household utilize the Lloydminster Golf & Curling Centre?

Of all responses, members of the household who utilize the facility 13.36% (n=107) are 33 to 39 years of age, 12.11% (n=97) are 40 to 46 years of age, 10.99% (n=88) are 26 to 32 years of age, 10.11% (n=81) are 54 to 60 years of age, 9.99% (n=80) are 13 to 18 years of age, 9.11% (n=73) are 61 to 67 years of age, 8.99% (n=72) are 47 to 53 years of age, 8.74% (n=70) are 7 to 12 years of age, 4.00% (n=32) are 6 years of age and under, 3.25% (n=26) are 68 to 74 years of age, 1.62% (n=13) are 75 years of age and over and 1.00% (n=8) preferred not to disclose the age ranges of their household members who utilize the facility.

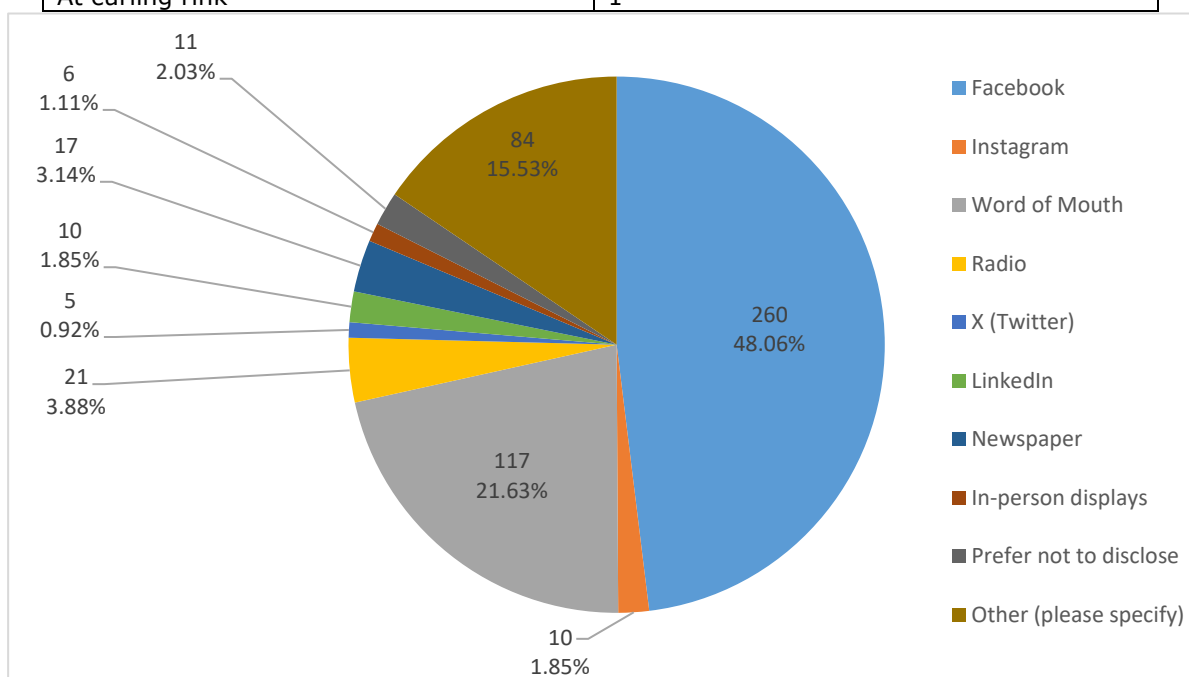


3. How did you hear about this survey?

Of all responses, 48.06% (n=260) heard about the survey on Facebook, 21.63% (n=117) heard about the survey through word of mouth, 15.53% (n=84) heard about the survey through other means *<Other (please specify)>, 3.88% (n=21) heard about the survey on the radio, 3.14% (n=17) heard about the survey from the newspaper, 2.03% (n=11) preferred not to disclose how they heard about the survey, 1.85% (n=10) heard about the survey on LinkedIn, 1.11% (n=6) heard about the survey through in-person displays, 0.92% (n=5) heard about the survey on x (Twitter).

Other (please specify):

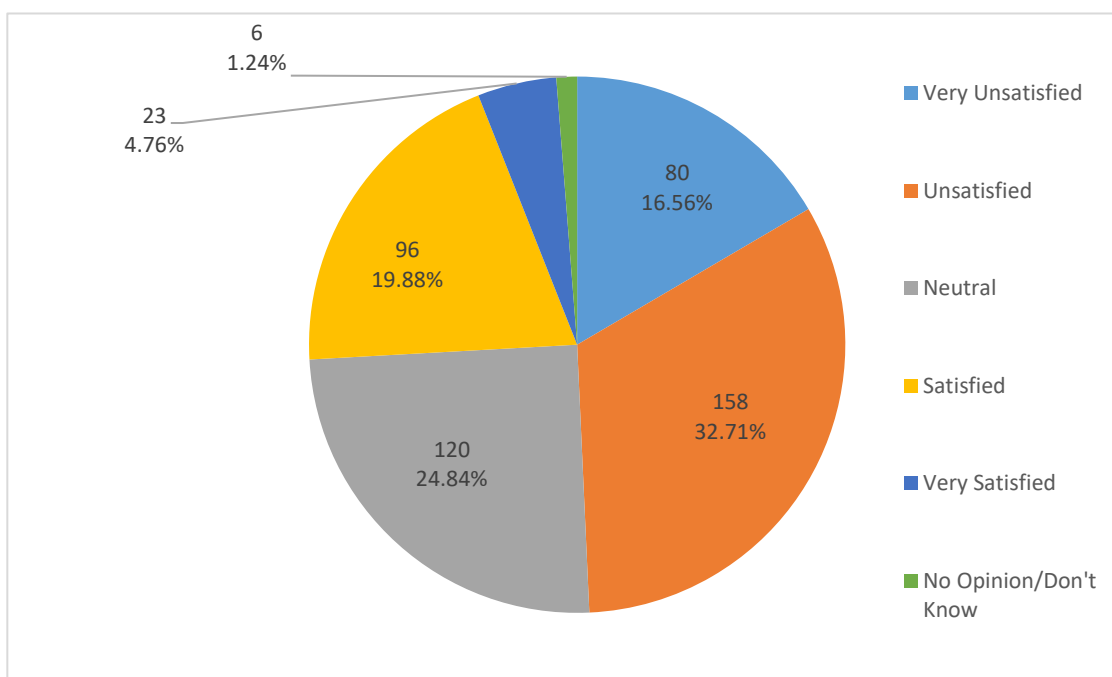
Method	Number of times mentioned in data
Email	67
City Website	5
Friend	3
Family	2
Newsletter	2
Search Engine	1
Astec Curling Event	1
WhatsApp	1
At curling rink	1



Current Facility Use

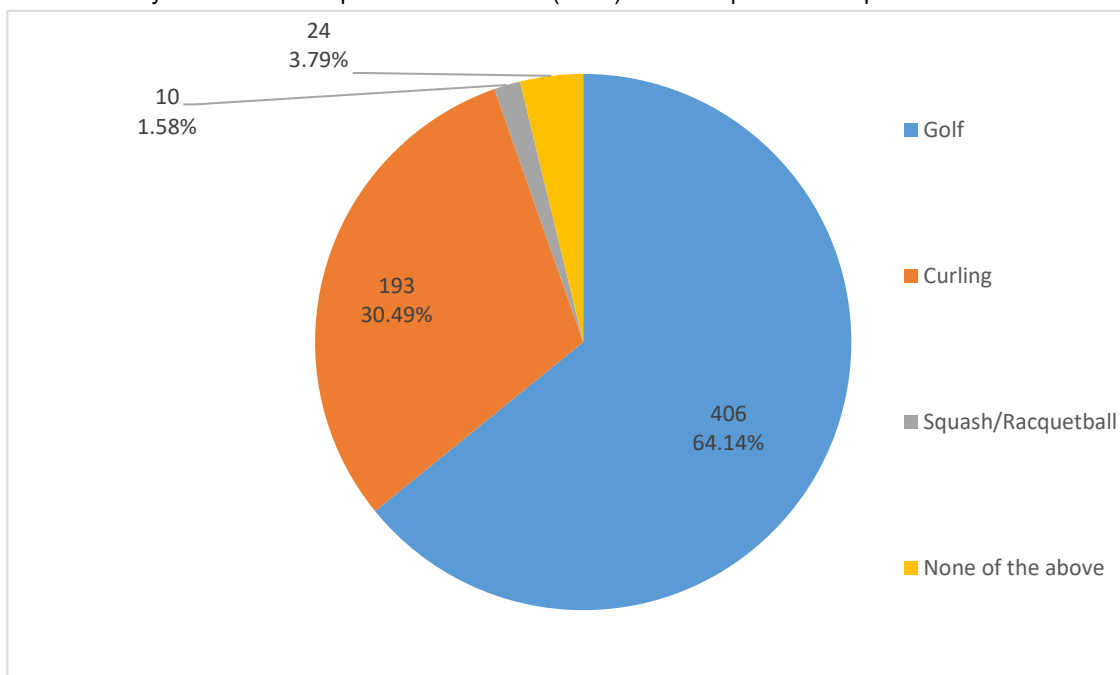
4. Please rate your general satisfaction with the Lloydminster Golf & Curling Centre:

Of all responses, 32.71% (n=158) are unsatisfied with the Lloydminster Golf & Curling Centre, 24.84% are neutral, 19.88% (n=96) are satisfied, 16.56% (n=80) are very unsatisfied, 4.76% (n=23) are very satisfied and 1.24% (n=6) have no opinion or don't know.



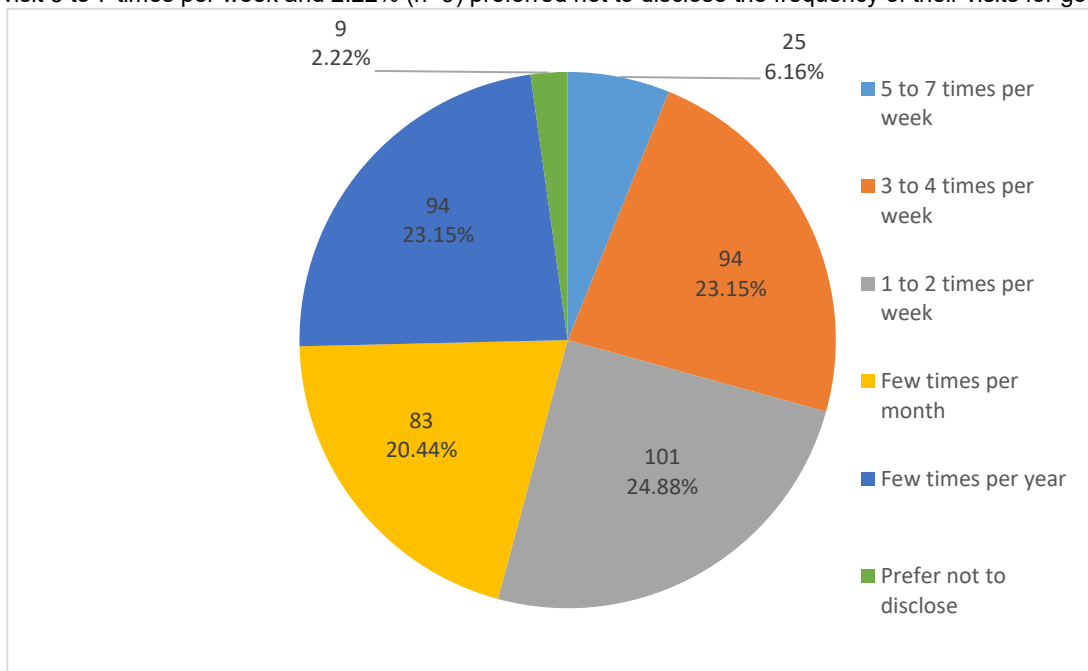
5. Do you visit the Lloydminster Golf & Curling Centre for any of the below? (Select all that apply.)

Of all responses, 64.14% (n=406) visit the LGCC for golf, 30.93% (n=193) visit for curling, 3.79% (n=24) do not visit for any of the reasons specified and 1.58% (n=10) visit for squash or racquetball.



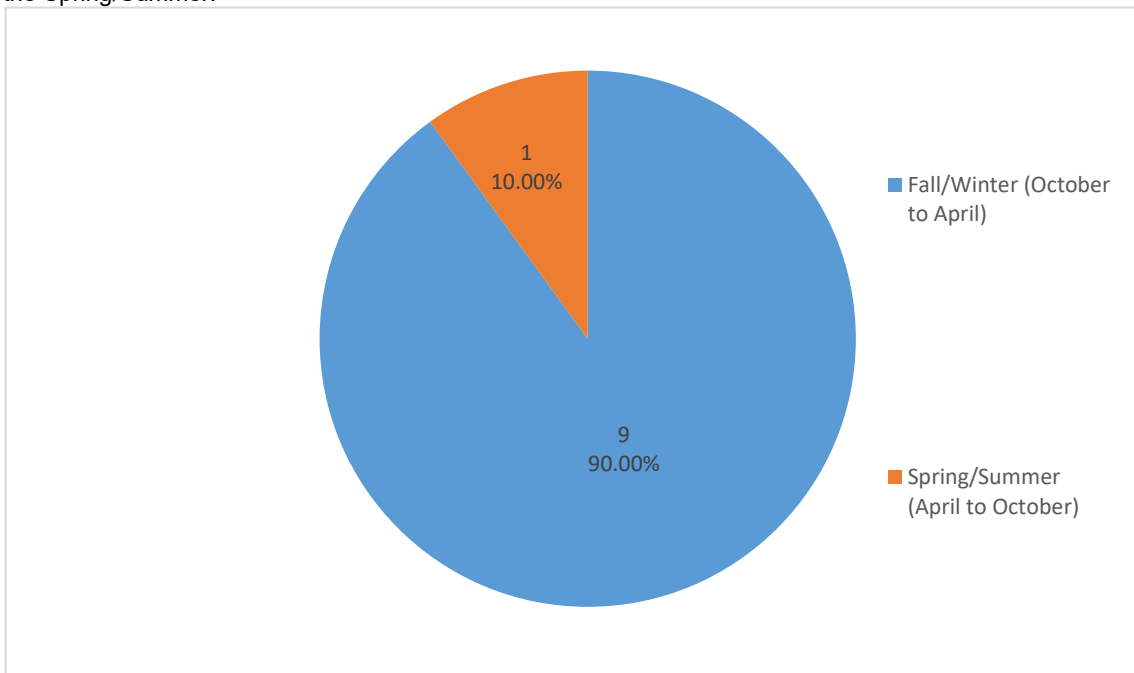
6. How often do you visit the Lloydminster Golf & Curling Centre for golf?

Of all responses, 24.88% (n=101) visit 1 to 2 times per week for golf, 23.15% (n=94) visit 3 to 4 times per week, 23.15% (n=94) visit a few times per year, 20.44% (n=83) visit a few times per month, 6.16% (n=25) visit 5 to 7 times per week and 2.22% (n=9) preferred not to disclose the frequency of their visits for golf.



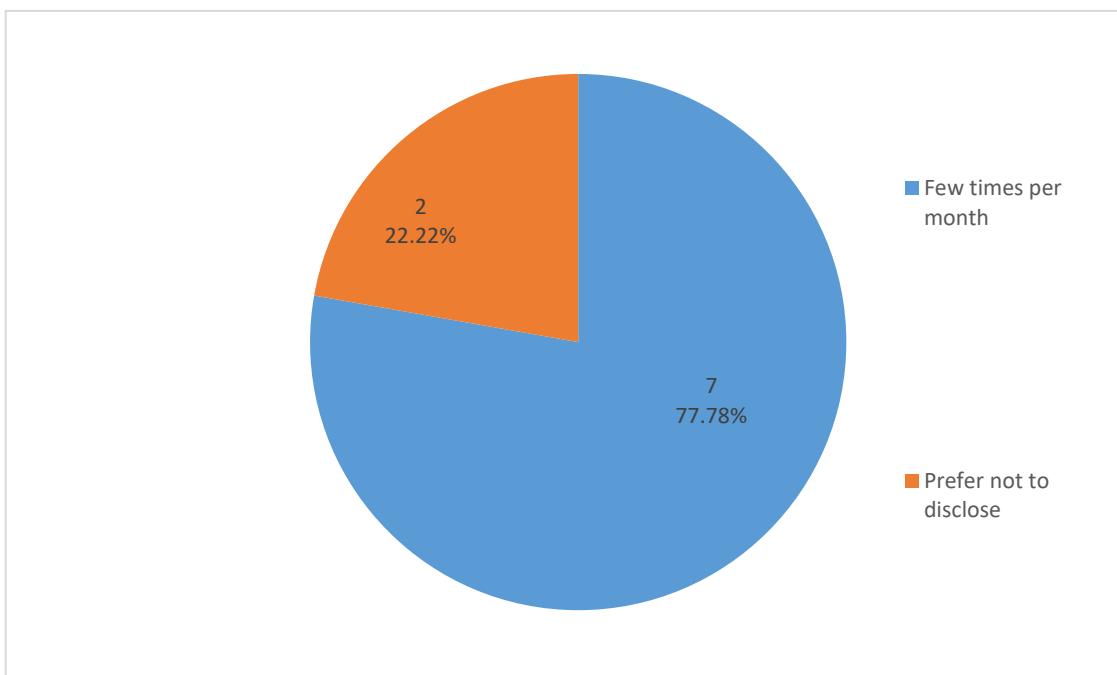
7. How often do you visit the Lloydminster Golf & Curling Centre for squash/racquetball?

Of all responses, 90% (n=9) visit the LGCC for squash/racquetball in the Fall/Winter and 10% (n=1) visits in the Spring/Summer.



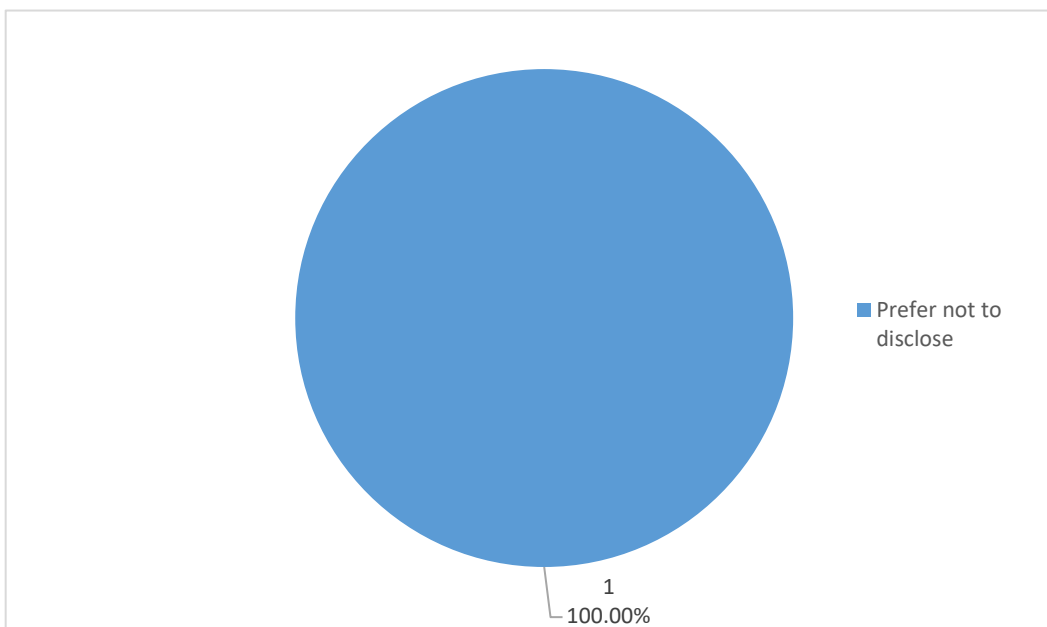
8. How often do you visit the Lloydminster Golf & Curling Centre for squash/racquetball during the Fall/Winter?

Of all responses, 77.78% (n=7) visited the LGCC a few times per month for Squash/Racquetball during the Fall/Winter, 22.22% (n=2) preferred not to disclose.



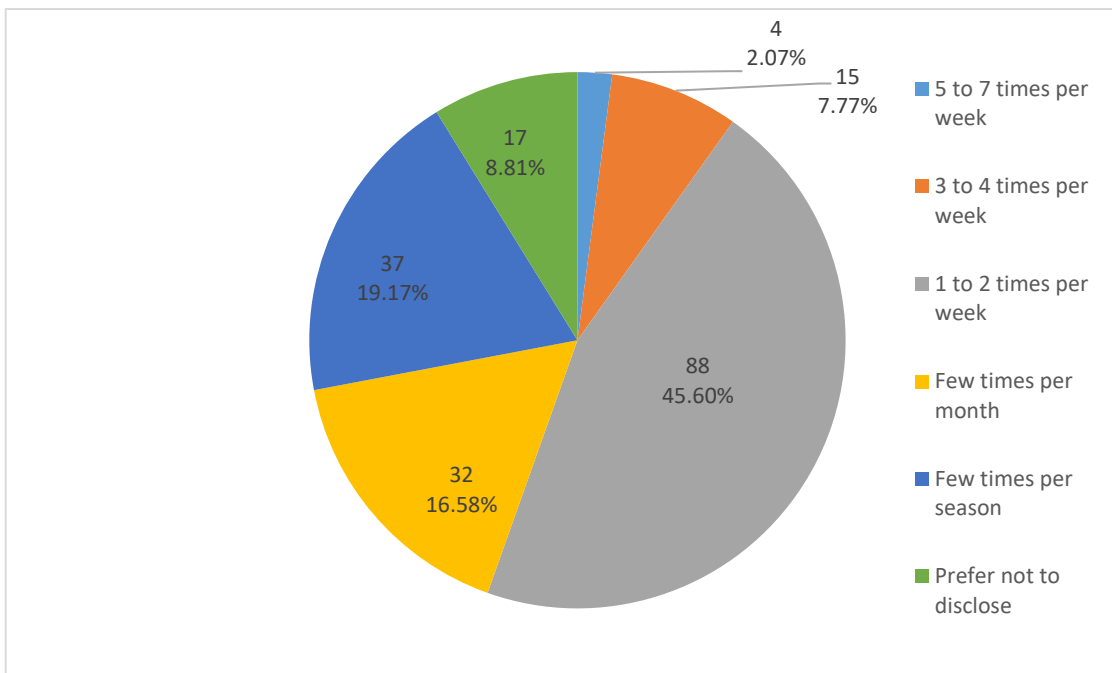
9. How often do you visit the Lloydminster Golf & Curling Centre for squash/racquetball during the Spring/Summer?

Of all responses, 100% (n=1) preferred not to disclose how often they utilized the LGCC for squash/racquetball during the Spring/Summer.



10. How often do you visit the LGCC for curling?

Of all responses, 50% (n=88) said they visit the LGCC 1 to 2 times per week for curling, 21.02% (n=37) said they visit a few times per season, 18.18% (n=32) said they visit a few times per month, 8.81% (n=17) preferred not to disclose, 8.52% (n=15) said they visit 3 to 4 times per week and 2.07% (n=4) said they visit 5 to 7 times per week.





11. Are there any factors that prevent you from visiting the facility more? Open-ended question.

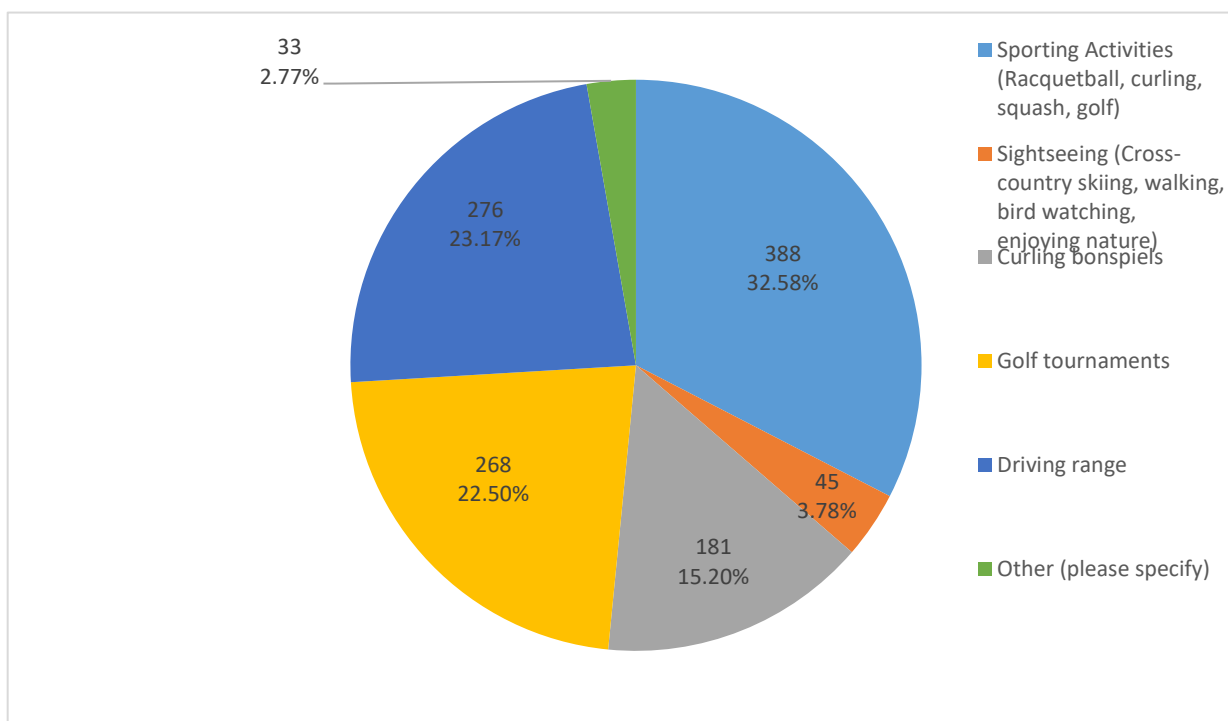
Of all responses, the key themes, in order of frequent mention, are as follows:

Lack of food and beverage service	176
Personal Schedule	30
Cost	29
Customer Service Concerns	22
Tee time booking system and booking discrepancies with phone call or in-person bookings	16
Facility Maintenance Concerns	16
Other facility bookings and tournaments that take up tee time availability	11
No Marshal to enforce timing of golf tee times	7
Location	5
Weather	3
Not inclusive	3
Lack of simulator/virtual golf	3
Only attend during specialty events	2
Parking	2
Don't have anything to do but golf or curl	2
Hard to find certain facilities	1
Age	1
Use other facilities	1
Alarm system for squash and racquetball	1
No open curling times for public	1
Membership add-ons unavailable	1
No priority is given to members	1
Other members	1
No real reason to go	1

12. For which of the following reasons do you visit the Lloydminster Golf and Curling Centre? (Select all that apply.)

Of all responses, 32.58% (n=388) visit for sporting activities, 23.17% (n=276) visit the driving range, 22.5% (n=268) visited for golf tournaments, 15.2% (n=181) visit for curling bonspiels, 3.78% (n=45) visit for sightseeing and 2.77% (n=33) specified other reasons for visiting:

Reason for visit	Number of times mentioned in data
Previously for lunch	9
Bookings/Staff Parties/Events	8
Golf Lessons	3
Volunteer info session	2
Virtual Golf	1
Practice Putting Green	1
Grand Slam Curling	1
City auction	1
Patio	1



Vision and Satisfaction

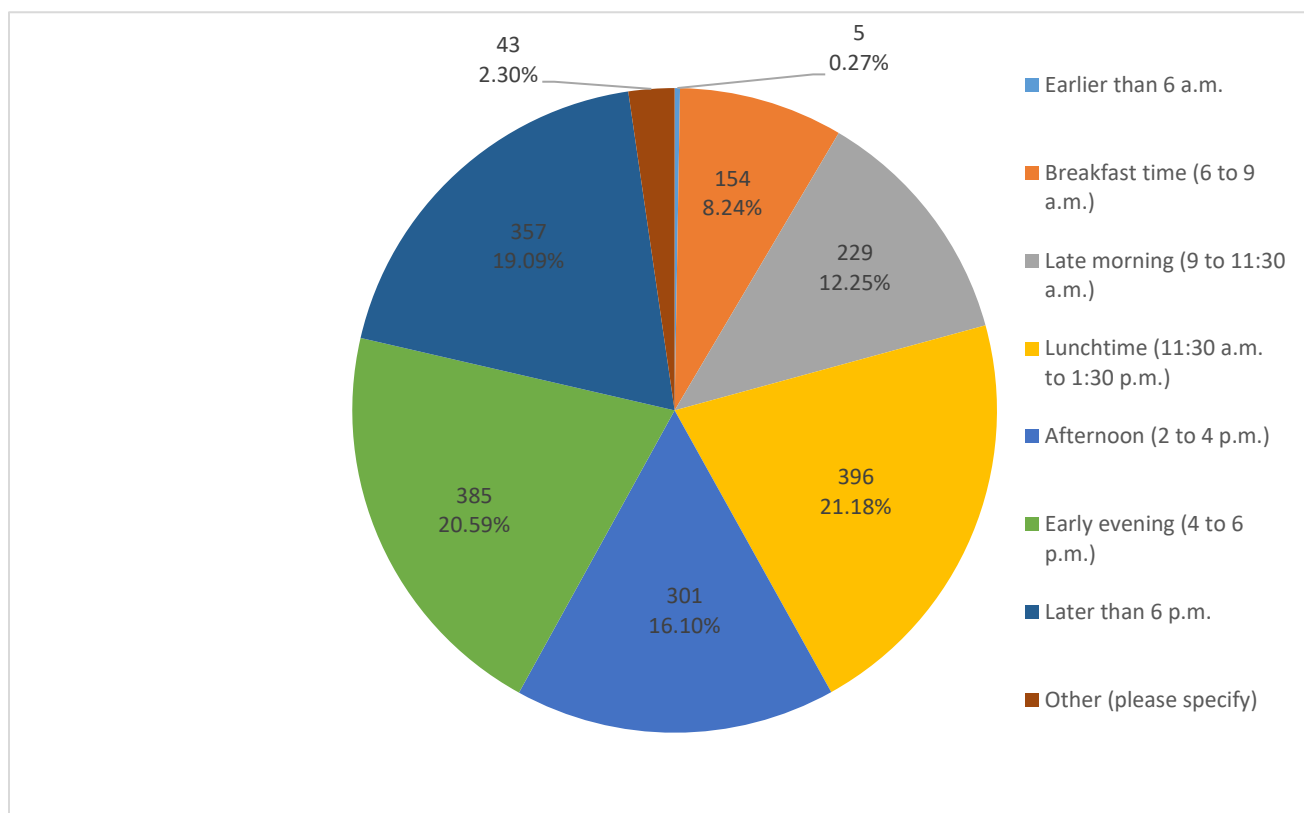
13. Thinking of hours of operation, what are your expectations for food and beverage services to be available? (Select all that apply).

Of all responses, 21.18% (n=396) chose Lunchtime, 20.59% (n=385) chose Early Evening, 19.09% (n=357) chose later than 6 p.m., 16.10% (n=301) chose Afternoon, 12.25% (n=229) chose Late Morning, 8.24% (n=154) chose Breakfast time, 2.3% (n=43) chose Other (please specify), 0.27% (n=5) chose Earlier than 6 a.m.

Other (please specify):

Time	Number of times mentioned in data
Different times for golf and curling	11
During bonspiels/curling events/golf tournaments	9
6 to 10 p.m.	5
All day	5
Summer hours for golf 7 a.m. to 10 p.m., 8 a.m. to 8 p.m. or 10 p.m.	5
Winter hours for curling should run 5-11p.m./12 a.m. or 6 to 11 p.m.	4
Normal restaurant hours	3
11 a.m. until 7/close of facility	2
Does not need food and beverage	2
10 a.m. to 8 p.m. during golf season	1
Restaurant should be open at 7 a.m. for breakfast	1
Open daily 11 a.m. to 2 p.m. and after 7 p.m.	1
All times, but only breakfast if a tournament needs breakfast	1
During curling, no breakfast	1
Different times on weekdays (3 p.m. to 9 p.m.) and weekends (11:30 a.m. to 9:30 p.m.)	1
Same as before they were shut down	1
City to provide busy times	1

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14. Thinking about days of operation, what are your expectations for food and beverage services to be available? (Select all that apply.)

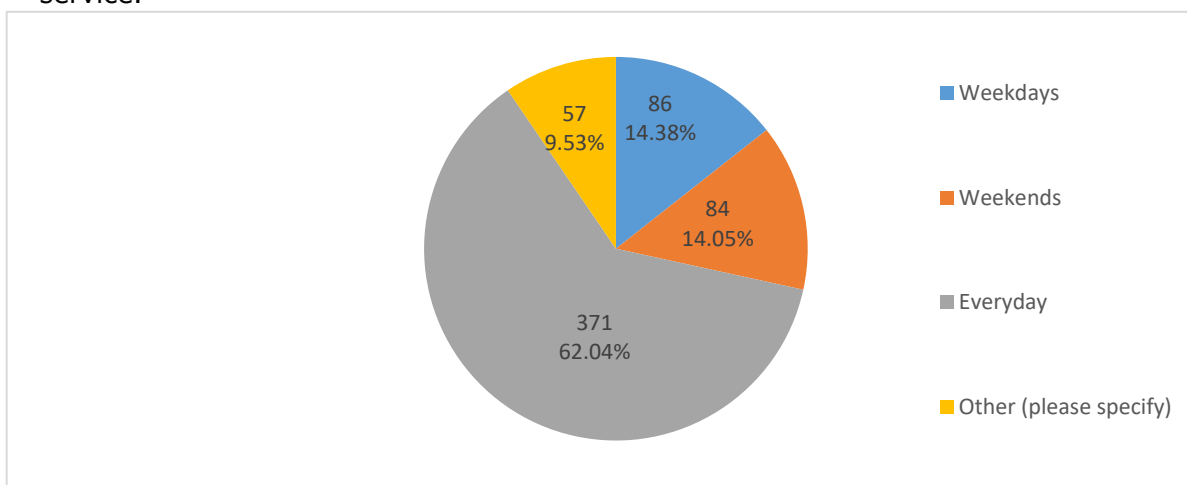
Of all responses, 62.04% (n=371) chose everyday, 14.38% (n=86) chose weekdays, 14.05% (n=84) chose weekends, and 9.53% (n=57) chose other (please specify).

Other (please specify):

Days of operation	Number of times mentioned in data
Dependent on golf and curling season	13
Bonspiel/Tournament Weekends	10
Winter Monday to Friday, Weekends for events	7
Special Events	7
Summer every evening	4
Everyday	4
Tuesday to Saturday	2
Weekends Full service, during week - afternoon and evening	2
Days the facility is open	2
Thursday to Sunday	2
We do not need a food and beverage service	2
City can provide data to vendors about busiest times	1
Everyday small service basics	1
Thursday to Saturday	1
Monday to Thursday	1
Wednesday to Sunday	1
Drinks daily	1
Vendor choice	1
Friday and weekends should be staffed more	1
Nothing on Monday	1
Weekdays have shorter hours	1

15. What dollar amount do you feel comfortable spending on food and beverage per visit?

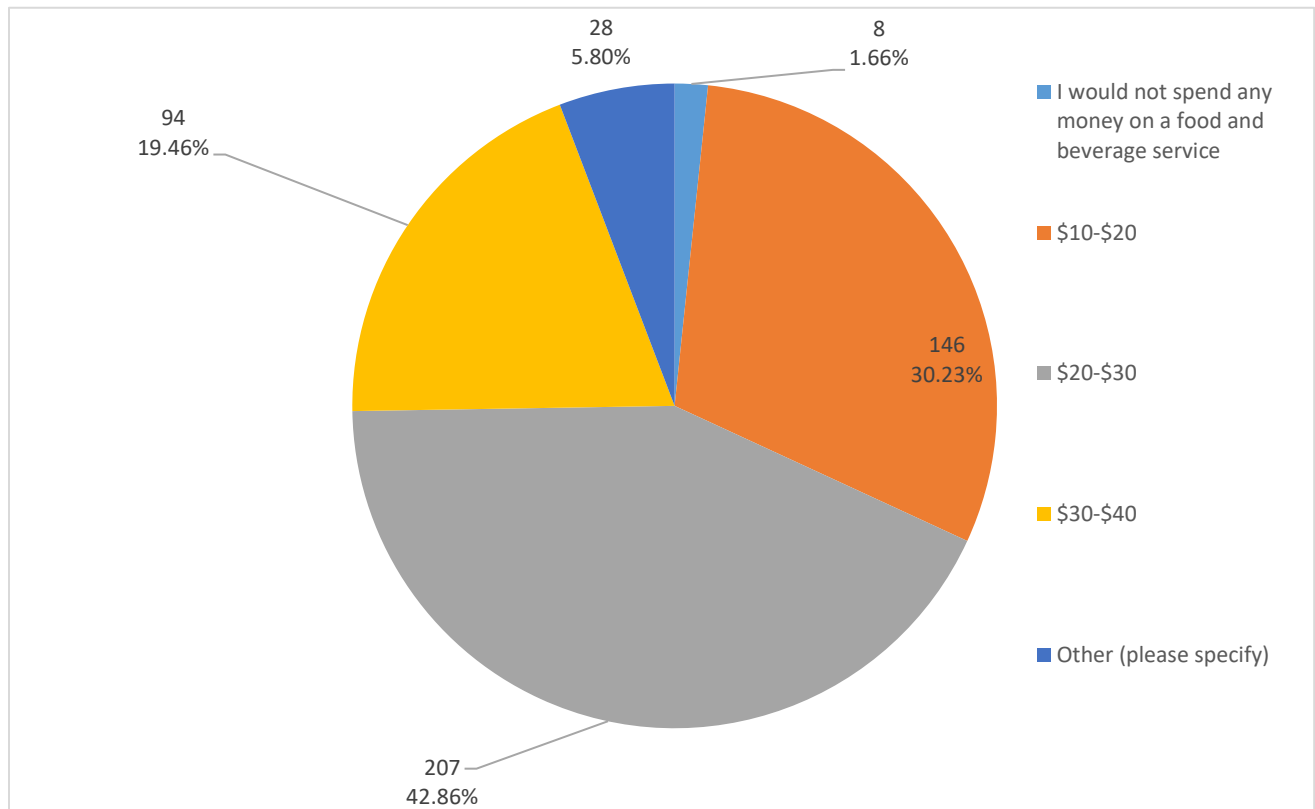
Of all responses, 42.86% (n=207) chose \$20-\$30, 30.23% (n=146) chose \$10-\$20, 19.46% (n=94) chose \$30-\$40, 5.80% (n=28) chose Other (please specify) and 1.66% (n=8) chose that they would not spend any money on a food and beverage service.



Other (please specify):

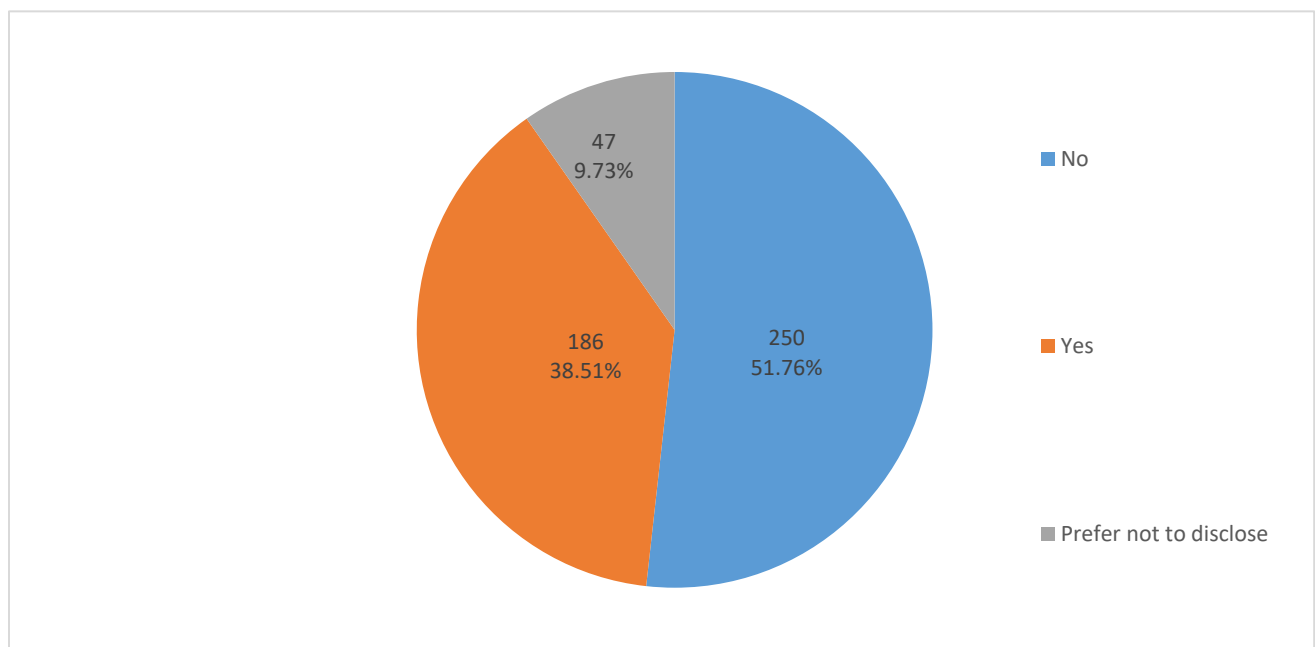
Spend per visit	Number of times mentioned in data
\$20-\$30 a person	4
The amount varies if staying for lunch or just having drinks	3
Dependent on food services offered and food quality	2
Lunch \$10-\$15 or \$20	2
Supper \$20-\$30	2
\$50-\$100	2
I would not spend per visit as I golf everyday, but would use if available	1
\$100 for meal and beverages is pretty standard	1
Members should support and make commitment to spend \$200 a month	1
Specials on Fathers Day, Mothers Day, Valentines Day	1
\$10-\$30 a person	1
Charge a fee to a membership that can be used upstairs in the restaurant	1
Dependent on the amount of people	1
\$40+	1
For quick meals, \$5-\$7	1
\$25-\$35	1
\$60-\$125	1
\$15-\$25	1
Included in specialty nights	1
If only drinks, \$40	1
\$50+	1

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16. Would you pay higher user fees for enhanced food and beverage services?

51.76% (n=250) said they would not pay higher user fees, 38.51% (n=186) said they would pay higher user fees and 9.73% (n=47) preferred not to disclose.

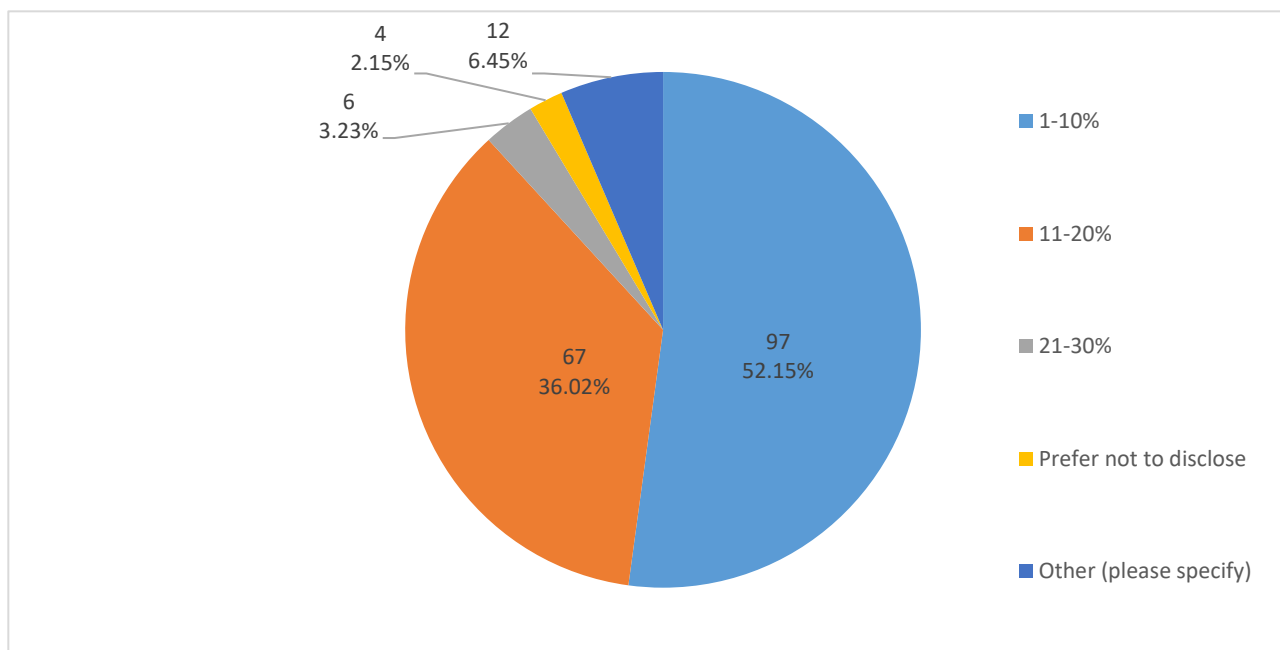


17. If yes, what percentage would you be comfortable with?

52.15% (n=97) would be comfortable with a 1-10% increase, 36.02% (n=67) would be comfortable with an 11-20% increase, 3.23% (n=6) would be comfortable with a 21-30% increase, 6.45% (n=12) selected other (please specify), 2.15% (n=4) preferred not to disclose.

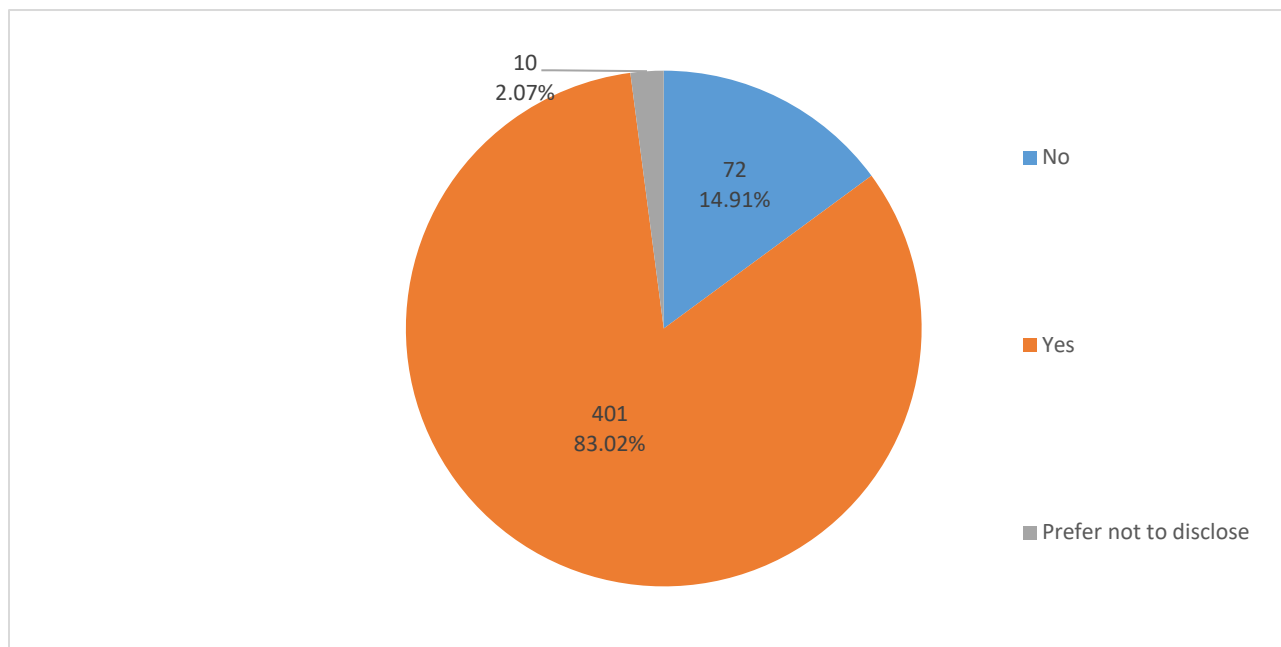
Other (please specify):

Percent Increase	Number of times mentioned in data
Depends on type of business there to provide service	3
Facility should break even as it should if structured properly	2
Add \$50-\$100 to annual membership as a credit to use in restaurant	2
Nothing to base it on	1
I do not think this warrants an increase in user fees.	1
User fees are already high. We just want something to eat after golfing or curling.	1
5% is reasonable for golf, 20% for curling would be reasonable if it meant food and beverage was available	1
0%	1



18. Do you or members of your household utilize the Lloydminster Golf & Curling Centre for golf?

Of all respondents, 83.02% (n=401) indicated they visit for golf, 14.91% (n=72) indicated they do not visit for golf and 2.07% (n=10) preferred not to disclose.



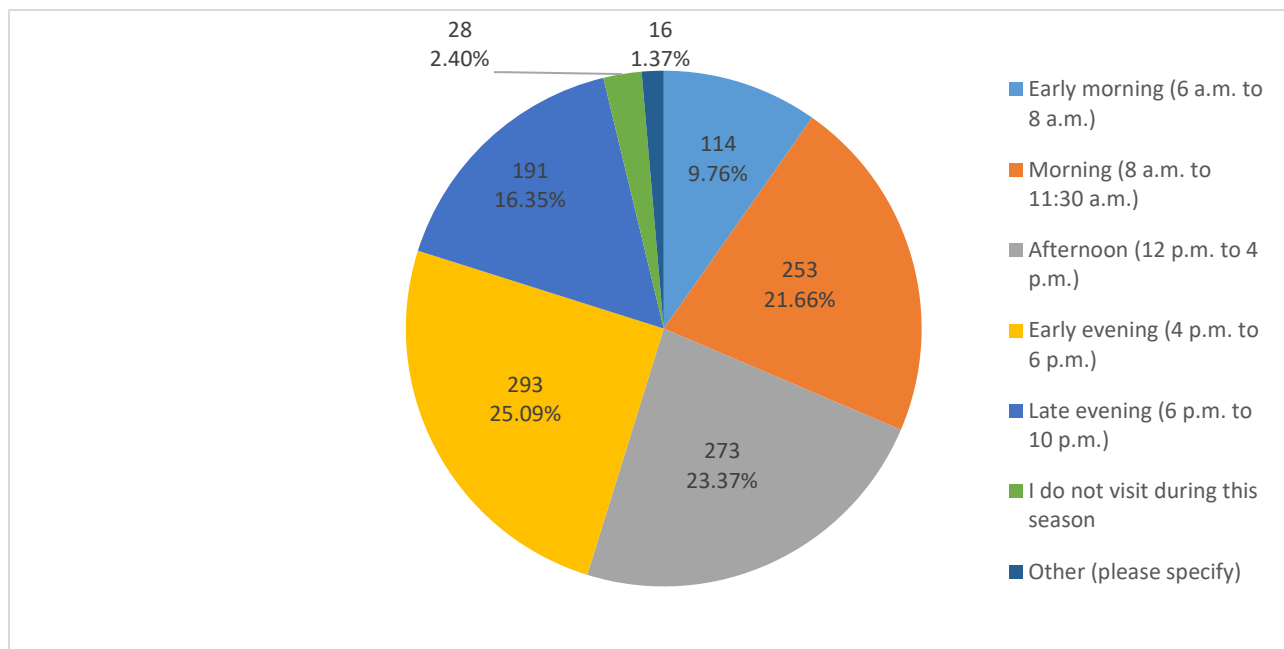
19. What time of day do you or members of your household visit during golf season (April to October)?

Of all respondents, 25.09% (n=293) said they visit in the early evening, 23.37% (n=273) said they visit in the afternoon, 21.66% (n=253) said they visit in the morning, 16.35% (n=191) visit in the late evening, 2.40% (n=28) said they do not visit during this season, and 1.37% (n=16) selected other (please specify).

Other (please specify):

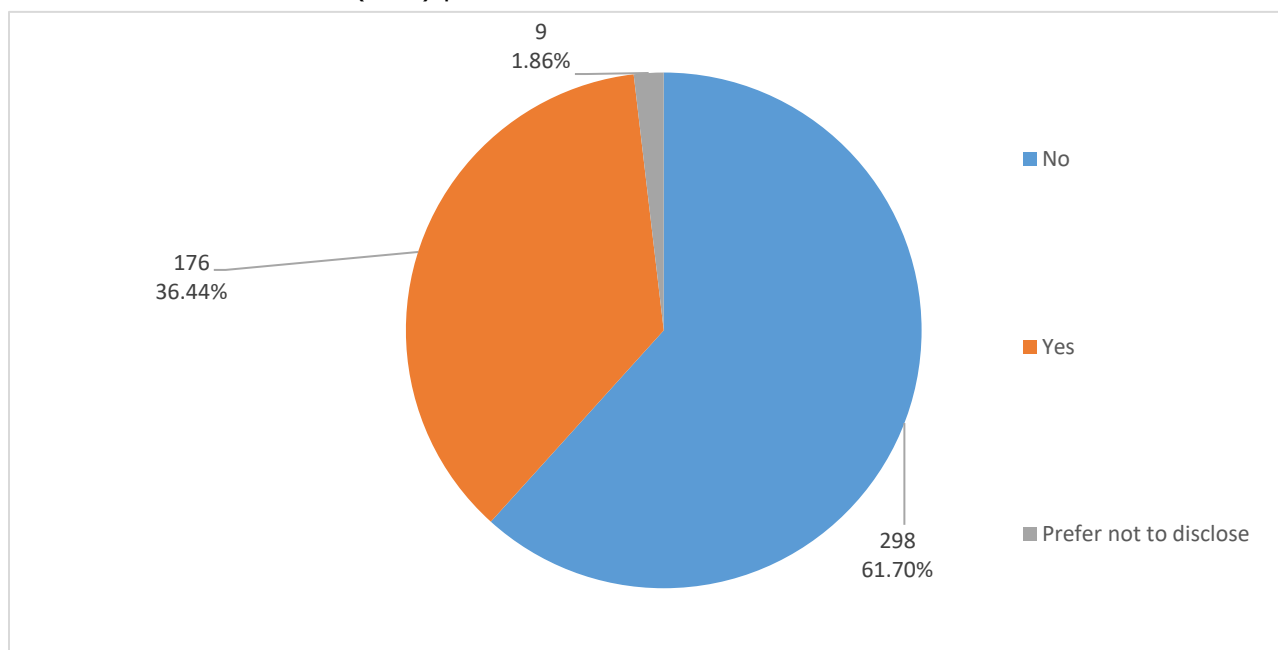
Percent Increase	Number of times mentioned in data
Tournaments	5
Anytime we can get in	3
Weekend times vary	2
Other facility used due to cost effectiveness	2
We don't golf regularly but would come if food and beverage services were offered	2
After work during the week	1
Depends on the day	1
Visited weekly before 2021	1

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20. Do you or members of your household utilize the Lloydminster Golf & Curling Centre for curling?

Of all respondents, 61.7% (n=298) said they do not curl, 36.44% (n=176) said they do curl and 1.86% (n=9) preferred not to disclose.



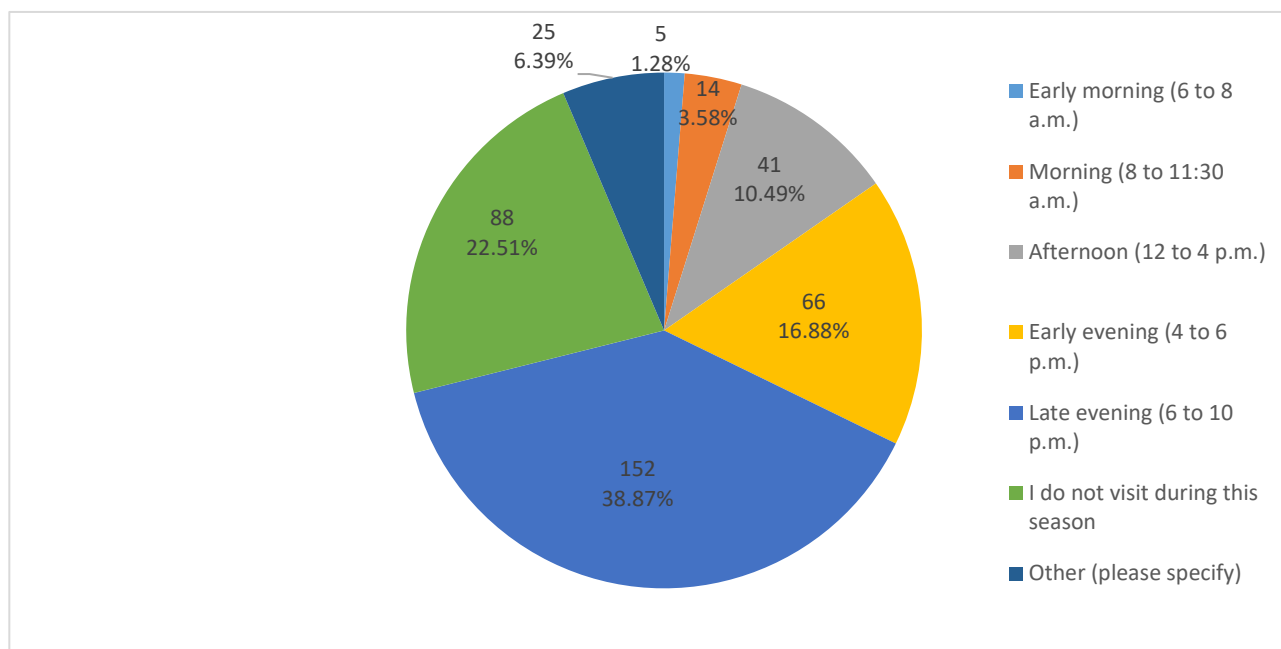
21. What time of day do you or members of your household typically visit during the curling season (October to March)?

Of all respondents, 38.87% (n=152) said they visit in the late evening, 22.51% (n=88) said they do not visit during this season, 16.88% (n=41) said they visit in the afternoon, 10.49% (n=41) said they visit in the morning, 6.39% (n=25) chose other (please specify) and 1.28% (n=5) chose early morning.

Other (please specify):

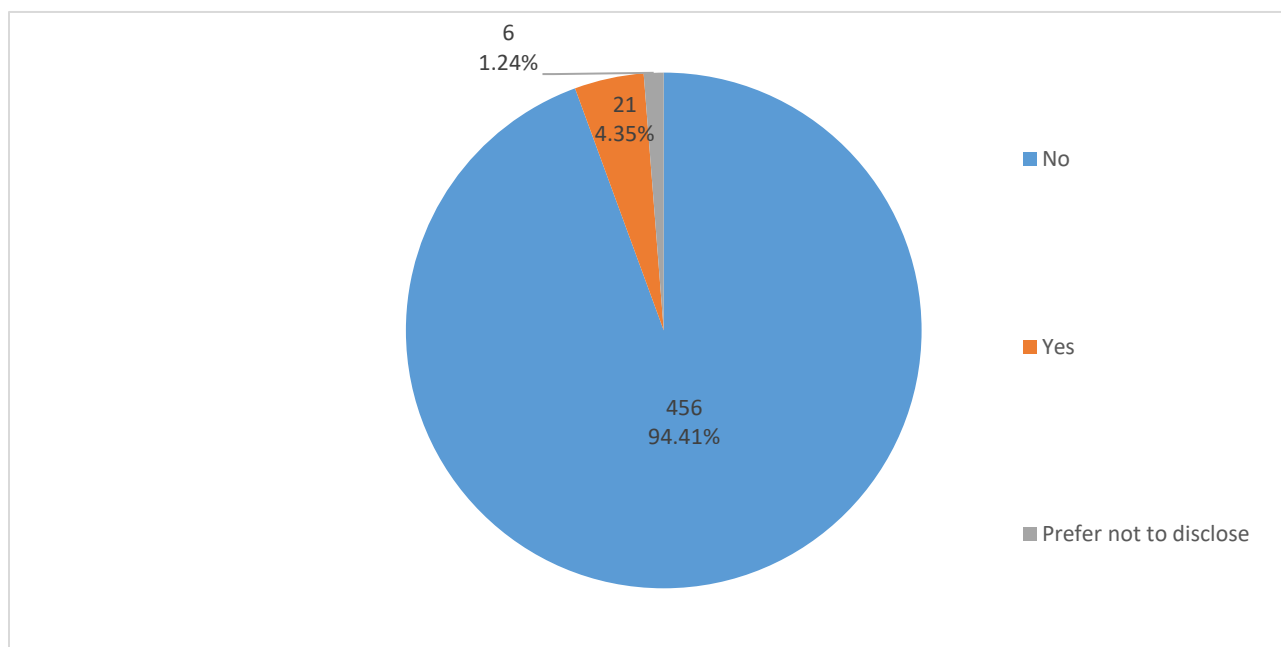
Time of Day	Number of times mentioned in data
Bonspiels	15
Anytime we can get in	3
Other facility used due to cost effectiveness	2
Only during events	1
After work during the week	1
Afterschool and evenings and some weekends	1
Just come to watch	1
None	1
Used to host committee meetings but cannot now due to no food and beverage	1
I do not curl	1
Communication issues cause it to be difficult to curl when needed	1

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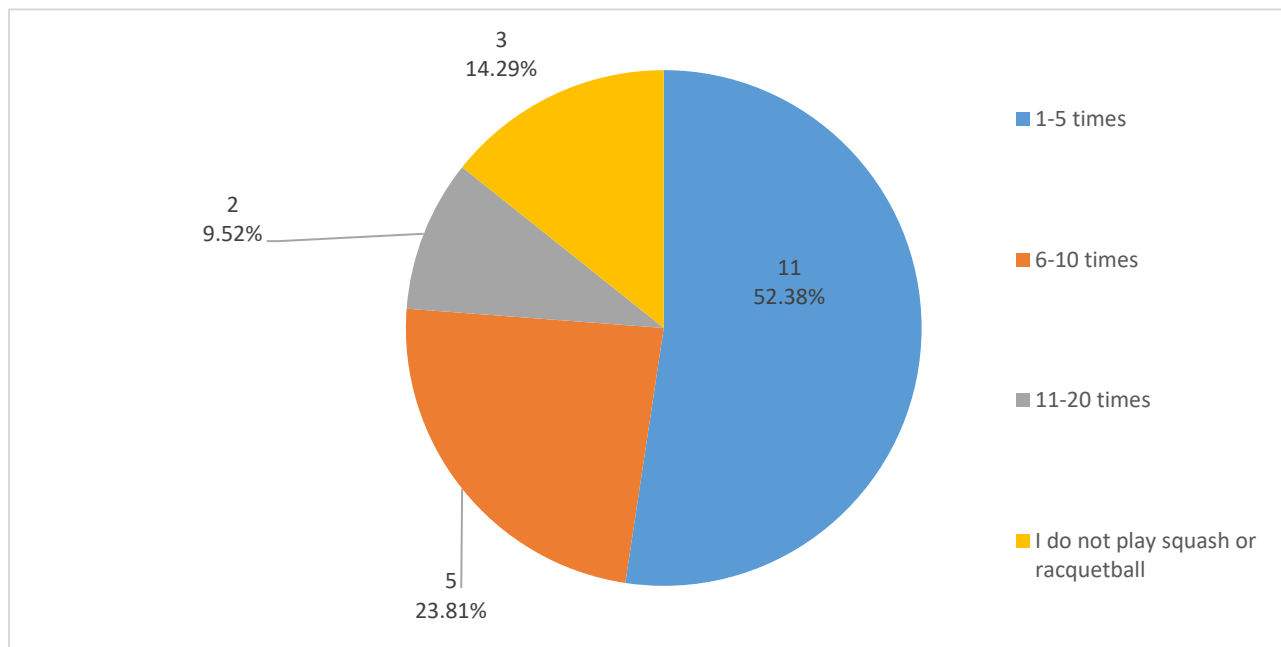
22. Do you or members of your household utilize the Lloydminster Golf & Curling Centre for squash/racquetball?

Of all respondents, 94.41% (n=456) do not utilize the LGCC for squash/racquetball, 4.35% (n=21) utilize LGCC for squash/racquetball and 1.24% (n=6) preferred not to disclose.



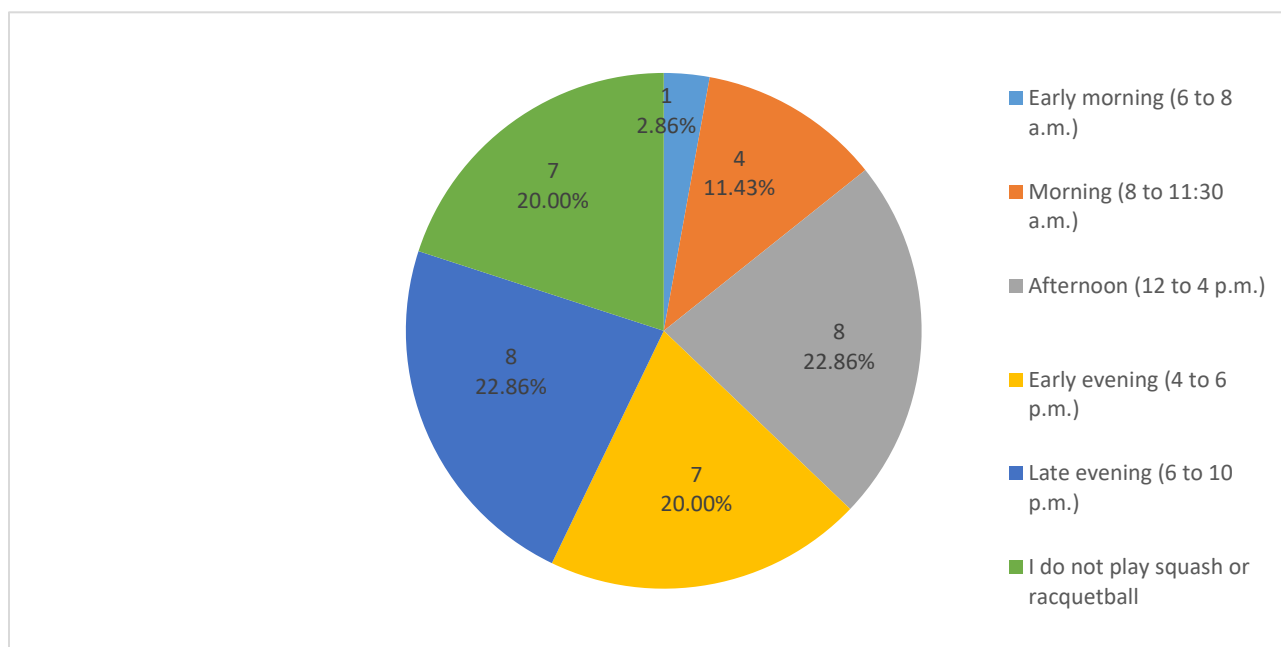
23. If yes, how often do you or members of your household play squash/racquetball in a year?

Of all respondents, 52.38% (n=11) said they visit 1-5 times, 23.81% (n=5) said they visit 6-10 times, 14.29% (n=3) said they do not play squash or racquetball and 9.52% (n=2) said they visit 11-20 times.



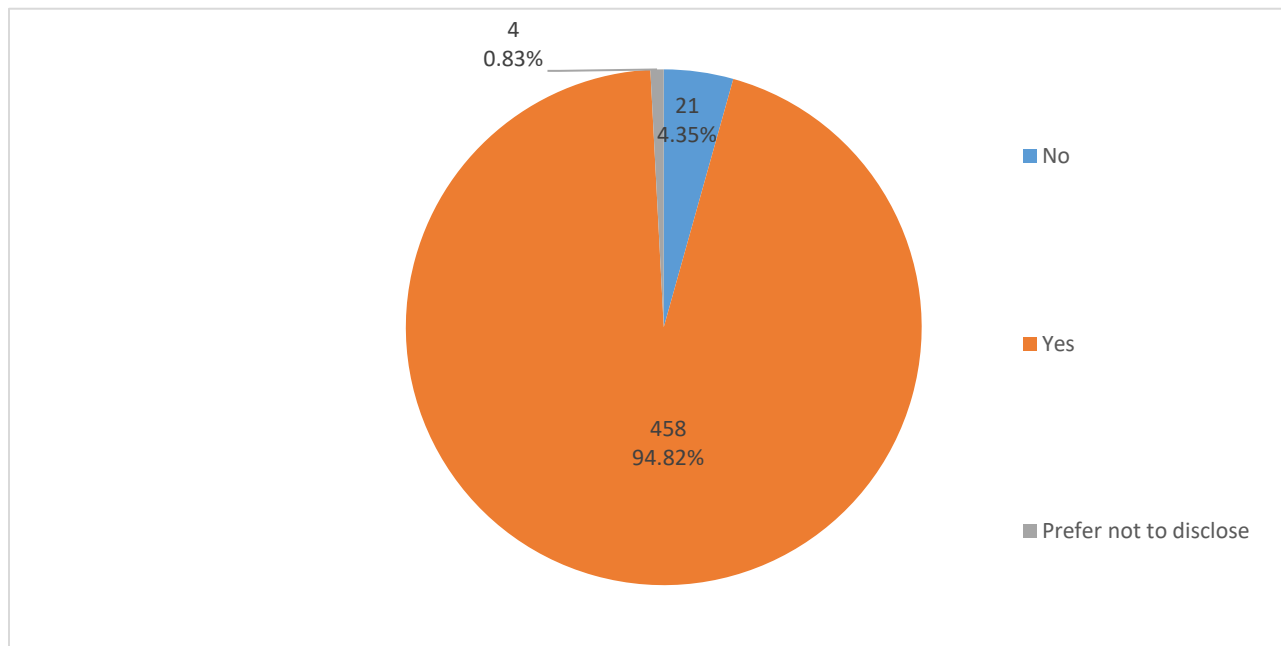
24. What time of day do you typically play? Select all that apply.

Of all respondents, 22.86% (n=8) said they visit in the late evening, 22.86% (n=8) said they visit in the afternoon, 20% (n=7) said they visit in the early evening, 20% (n=7) said they do not play squash or racquetball, 11.43% (n=4) said they visit in the morning and 2.86% (n=1) said they visit in the early morning.



25. Would you or members of your household utilize the Lloydminster Golf & Curling Centre's Food and Beverage services?

Of all respondents, 94.82% (n=458) said they would utilize a food and beverage service, 4.35% (n=21) said they would not utilize a food and beverage service and 0.83% (n=4) preferred not to disclose.



26. Why or why not? (Open-Ended Question)

Key themes taken from question. Red is answering why not.

Reason	Number of times mentioned in data
When golfing or curling to eat before or after	98
Nice patio	15
Use it when golfing	13
Do not need, many other local restaurants suffice	4
I don't have time after work or before golf to stop anywhere else so like the option	1
As long as quality of food is good	8
Nice to have local options to eat	1
Convenience	13
Nice facility	5
If it's there, we will use it	8
It's not open so I won't use it	2
Would use for a reasonable price	1
Socializing with other golfers/curlers	33
Part of the experience with golf or curling	6
Support curling club	1
Would be nice to have options	4
To eat	4
Nice to have something in facility so we don't need to go elsewhere.	2
Work functions	2
Get the right cook and be open consistently	6
If hours are good, we will go	3
Have a new eating experience	4

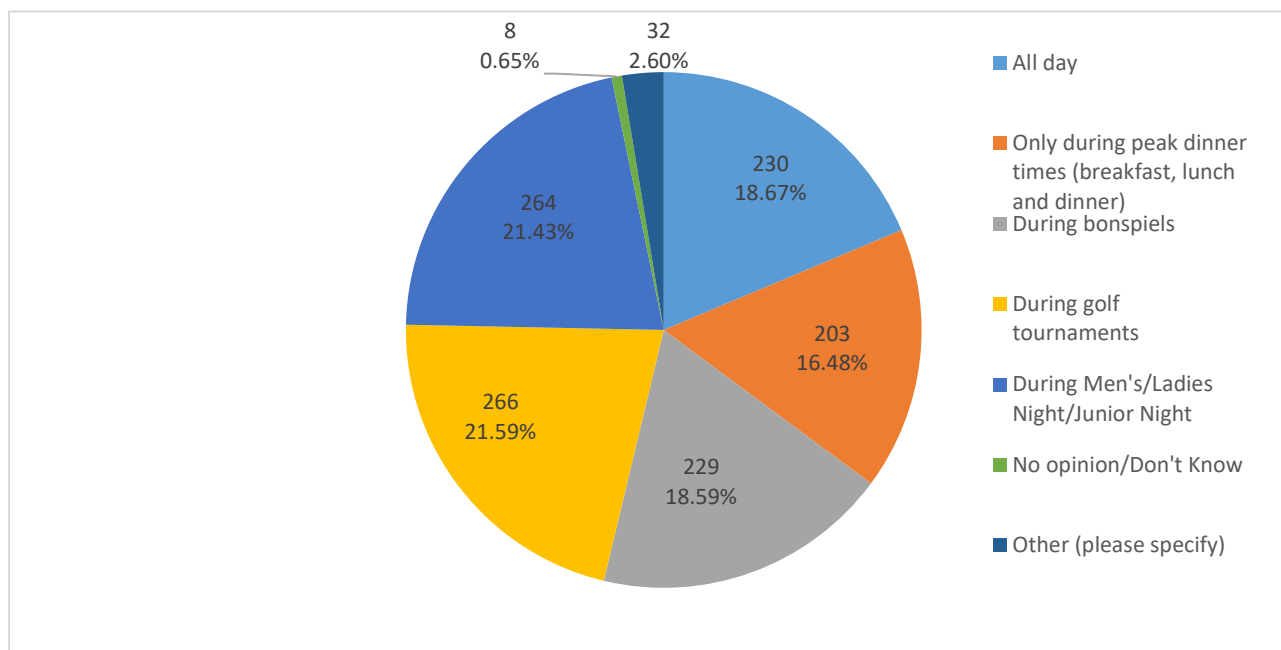
Beautiful space and best views	1
Used to be a great lunch spot	2
I would use in summer	1
Lunch with friends and family	4
Even if not golfing, for a beer and food	1
Would use because of location (North end of town)	9
Lunch	4
Would be nice to have a place to bring clients	4
This needs to be a service provided	1
Mother's Day, Father's Day, Christmas Banquets should be brought back	1
Would use it even when not golfing/curling	5
Too expensive	2
Only utilize for events. Won't go for supper	1
Location too far out of the way	1
Nice atmosphere	2
If there is good customer service	3
People need food and beverage	1
Depend on the menu	1
If it is good food, we will come during the week	4
During junior curling we would utilize it	1
IF they have good specials, people will come	2
Would watch events if there was food and beverage	1
No events of interest	1
Curling club can run it.	1
Hours were not consistent in the past	1
Restaurant should be required to run when in operation	1
Food was not the greatest and small portions	1
All events are held at the other golf course	1

27. On what occasions would you prefer the food and beverage services to be operational?

Of all respondents, 21.59% (n=266) preferred During golf tournaments, 21.43% (n=264) indicated during men's night/ladies night/junior night, 18.67% (n=230) preferred all day, 18.59% (n=229) preferred during bonspiels, 2.60% (n=32) said Other (please specify), 0.65% (n=8) had no opinion.

Other (Please specify):

Occasions	Number of times mentioned in data
Restaurant open everyday whether there is a tournament or bonspiel should not matter	4
League nights for curling	5
Events	4
During golf season	4
During operational hours	5
Don't think there should be a restaurant.	1
Everyday for golf	1
Monday to Thursday for curling	1
Evenings	2
Peak meal times	4
Some days will be busier than others	1
Private events	1
Not sure there needs to be food services but would like Beverages	1



28. What types of menu items would you like to see? (i.e. pizza, burgers, tacos, soft drinks, alcoholic beverages, breakfast items, gluten-free items, vegetarian options)

Meals	Number of times mentioned in data
All of the above	73
Easy grab and go foods – chips, bottled water, handheld foods	36
Chicken fingers, hotdogs, smokies, water, pizza, salad, fish n' chips, sandwiches, Soup, ribs	90
Simple menu.	48
Pizza, burgers, chicken burgers, wraps, tacos	40
More kid-friendly options	5
Pub food during the day. Couple of good specials	53
Healthy options	18
Full bar and soft drinks	77
Breakfast items – breakfast sandwiches, coffee, wraps, hashbrowns	55
Appetizers – chicken wings, nachos, fries, dry ribs, mozzarella sticks	42
More enhanced than rink food	6
Meal Buffet	6
Anything better than nothing	10
Vegetarian options	6
Gluten free	16
Theme nights would be interesting	1
Golf course food	20
Menu was fine before	10
Homemade	3
Locally sourced	5
Electrolyte drinks	1
Steak sandwich, Caesar salad	2
Does not matter	2

Deep-fried pickles	1
Beef dip	1
Fancier Meals – Steak and Chicken, Pasta, Fish, Ribs	14
Will not dine there	1
Dairy free options	2
Affordable Menu	1
Ice cream	1

29. During the golf season, what are the menu items you would like to see on the mobile beverage cart?

Menu items	Number of times mentioned in data
Beverages	44
Snacks	37
Sandwiches	47
Gluten free sandwiches	1
Same as last season	6
variety of beers	20
Chips	32
Typical drinks (water, beer, pop, Gatorade) and usual snacks (chips etc.)	1
Cookies	6
Hot dogs	10
Cheaper alcohol, Able to mix drinks not just canned drinks	1
Seeing a beer cart at all would be great	1
Cans of coolers	13
Soft drinks, energy drinks, Powerade, alcohol in cans	1
Chocolate bars	17
Pop	12
Granola bars	1
Alcohol like ciders	1
Mobile cart able to deliver hot food orders from kitchen	1
Non-alcoholic like water, Gatorade	16
Wraps	4
Deep fried food	1
Packaged snacks	1
Muffins	4
Fruit	1
Seltzers	3
Jerky	2
Don't use	3
Hard liquor (not just beer and coolers)	3
No food	1
Power snacks	1
Coffee	2
Sparkling and plain water	4
Baking	1
Popcorn	1
Some sort of hard iced tea (not twisted tea)	1
Confections	1
Candy	1
Protein Bars	1

Rice Krispies	1
Smirnoff ice, margaritas, mojitos, caesars	1
Salted nuts	3
Tomato, celery, cucumber	1
Option to order from the course so its ready when you're done your round	1
Highballs	1
Pink whit	1
Mocktails	1
Anything more than 2 pieces of bread and 1 piece of ham for 6 dollars	1
Hamburgers	1
Everything	1
Hot Beverage	1
Wine	1
Energy Drinks	1

30. What time of day would you use the mobile beverage cart?

Time of day	Number of times mentioned in data
Afternoon	107
Noon until close	9
During peak times	10
10/11 a.m. to close	32
10 a.m. to 7/8 p.m.	10
All Day	77
9/10 am to close	14
10 am to 1/2 p.m.	4
Evening	69
12 to 7/8 p.m.	10
During golf	26
1/2 to 6 p.m.	2
5 to 8 p.m.	1
Early to mid morning	14
7 p.m.	1
8 a.m. to 7/8 p.m.	7
8/9 a.m. to 6 p.m.	6
4/4:30 p.m. to close	4
After 5 on weekdays and 10 a.m. until close on weekends	4
Always for tournaments	7
10/11 a.m. to 5 p.m.	12
11 a.m. to 6/7 p.m.	9
12 to 4/5 p.m.	4
11 a.m. to 8/9 p.m.	8
Would not use	22
4 p.m. to 7 p.m.	1
Later than 11 p.m.	1
Weekends	8
11 a.m. to 2 p.m.	1
Lunch time	7
Weekends needs someone to service early in the morning and through the day	1
During the week 4 to 8 p.m.	1
9 a.m. to 7 p.m.	3
6 a.m. to 9 p.m.	1

6 a.m. to 6 p.m.	1
12 p.m. to close	6
Anytime after 3 p.m.	2
9 a.m. to 10 p.m.	1
12/1 p.m. to close	3
I will use it when it's affordable	1
7 to 11 a.m.	1
6:30 to 8 a.m.	1
3 to 7 p.m.	1
11 a.m. to 7/8 p.m.	5
2 to 9 p.m.	1
6 to 9 p.m.	1
6 a.m. to 2 p.m.	1
11 a.m. to 4 p.m.	1
8 a.m. to dark	1

31. Do you have any other questions or comments?

Question or comment	Number of times mentioned in data
Terrific facility.	11
A food window would be nice and would keep expectations and satisfaction in place	1
City needs to charge less/no rent to vendors	10
Charge vendors less in slow months, maybe a structure tied to sales	3
Such a lovely view and space upstairs	5
Bring in something for non-golfers	4
Full-service option preferred	2
A more hot food service option would be great during curling	1
We need the option to have coffee before golf.	3
Make food and drink affordable, but don't sacrifice quality	12
Daily specials would be awesome	4
We miss the snack shack between 11 green and 12 tee boxes.	5
Customer service concerns	2
Have designated hours and stick to them	7
Maybe golf contractor runs in the summer and curling contractor runs it in the winter	1
People would attend more often if there were services	9
Want the simulators back but in a better place	12
Management concerns	18
Let curling club take over upstairs	1
Would the Lloyd Ex consider a food and beverage management deal?	9
Please do not make a city-ran food and beverage system	5
Food and beverage needs to be in operation or people will go elsewhere	35
Driving range, tee boxes and sand traps need to be better maintained	6
On-demand ordering system would be nice as opposed to mobile beverage cart	1

Charge me an extra \$200 to use in the lounge. At the end of the calendar year, if I don't use it, I lose it	1
Membership fee should not increase, but I would pay for a credit	1
If agreement is signed, city should reserve the right to void it at any time if nothing changes to start the tender process again	1
More member perks (i.e. free-range balls)	5
Lower cart rates for students	3
More Marshalls	3
Reduce cart membership rates	2
Hole 8 drink shack open	1
More welcoming environment for beginners	4
Best patio in the city is not being used	2
All users need to be respectful of each other	3
We need gluten free options	1
Self serve breakfast	1
Utilize tee times before and after tournaments	1
We need a food and beverage area for socializing after tournaments and bonspiels	1
As long as everything is stocked well, it shouldn't be an issue	1
Keep it simple	1
I'd like to talk more about curling	1
Are there other cities without food and beverage at their golf course or curling rink?	2
If it needs a renovation to house a good vendor, then do it	5
Seating needs to be improved in the main area.	1
More city officials and council members would have been nice to attend the Astec Curling Event to welcome members from other countries	1
Could this whole property not be sold to a private ownership group?	2
We need a curling club manager, not just volunteers	1
Does my opinion even have a weight on this?	1
Food and beverage is important but I wouldn't use the restaurant	1
Needs to utilize advertising support from the City	5
Even something as little as a hot dog or burger at the turn would be fine	1
Option to pre-order while on the 8 th hole on the course would be ideal	3
Things need to change	1
The goal of running a good course vs. cutting costs needs to be discussed	1
Membership prices are too high for what we get	2
I don't know if we need a beverage cart and open restaurant	1
There are enough food trucks in Lloyd, I'm sure given the chance they could take care of the food needs in the summer.	1
Special events handled by a contract caterer.	1
Restaurant concerns over Covid	1

Belief that the City cares more about hockey than curling	1
Work on rebuilding relationship with Lloyd Curling Club	1
Spread out the tee times more	1
We need access to quick hot food and cold drinks on the ground level to avoid having to go upstairs	1
Peter Cushner room could be a suitable area for non event use in winter and summer	2
Will the exhibition run food in the new arena?	1
I wish racquetball/squash were advertised more. No one knows about them	1
Offer the spot to good restaurants in town	1
There is nothing advertised for curling for younger generations	1
Speak to people who actually support the golf course	1
Maintenance shop concerns	1
The amount of tournaments that take up time during summer is frustrating	1
Disappointed Marty and Carla won't be continuing food and beverage	1
Theme nights would be nice	1

Conclusion

The City of Lloydminster would like to thank everyone who engaged through in-person, lobby displays or the survey throughout the 2024 LGCC Food and Beverage Engagement. The results from this consultation will be considered by City Council in their final deliberations.

Stay tuned to yourvoicelloyd.ca/LGCC for upcoming information.