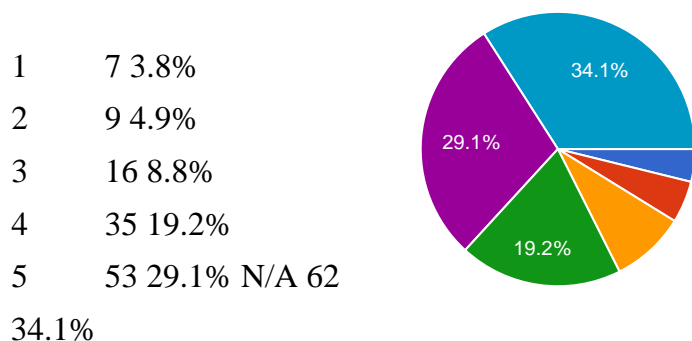


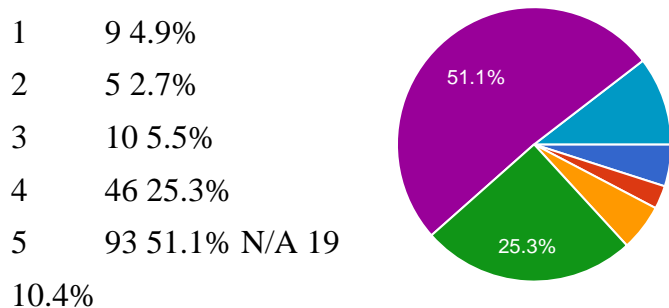
BMGC 2016 Survey Results/Summary

Administration

1. From an accounting standpoint, my monthly statement is accurate and delivered in a timely manner.

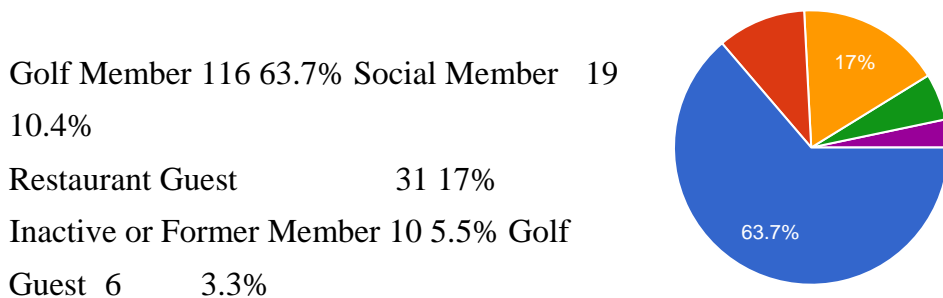


2. I am treated in a professional manner when working with the administrative office, club management, and ownership.



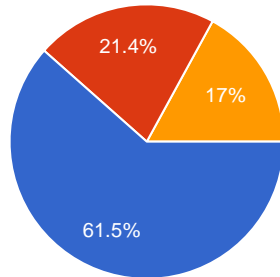
Membership

3. Please list your membership classification



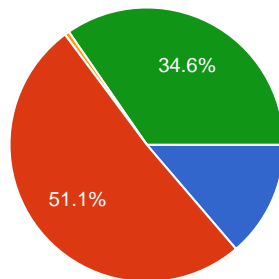
4. Do you believe that BMGC is better today than when it was sold in 2013?

Yes 112 61.5%
 No 39 21.4% N/A
 31 17%



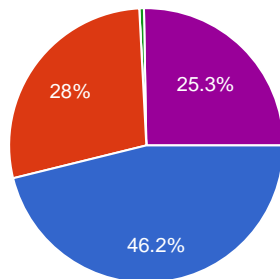
5. I feel the number of tournaments & events available to the BMGC members are:

Not enough 25 13.7%
 About right 93 51.1%
 Too many 1 0.5%
 N/A 63 34.6%



6. BMGC has the top of the line electric carts and the newest in the Unifour are with auto breaking. We plan to increase cart fees to \$18 (\$17 Cash), January 1st. The average cart fee in the Unifour area is \$18. Should BMGC's cart fee be:

\$17 84 46.2%
 \$18 51 28%
 \$19 0 0%
 \$20 1 0.5%
 N/A 46 25.3%



7. Please comment below about any questions or concerns you have involving the following: club policy, hours of operation, rates/ fees, tournaments & events, etc

- I am concerned about the lack of play on the weekends and the sparse amount of interest in tournaments. Course is rounding in to great shape after a difficult summer with the greens condition. I would be glad to help increase play/interest if I knew what to do. **Please ask your friends, family and neighbors to join or to play as a guest. For every member that joins, the member receives one month's dues credit.**
- I am an out of county member and only get to play 2 or 3 times a month. I have heard membership rates are going to increase soon. I do not believe the cost of membership will be to

my advantage once this occurs. I have discussed this with 5 of my friends who also are out of county and they agree. We enjoy BMGC and your staff and would like to keep our membership but we are unable to play enough golf to justify the extra expense. We all hope you will reconsider the increase so we can continue to enjoy your course. **First, please complete the membership application. Review the amenity package. Decide then if this will work. Put a note on the bottom and ask for a call. I will call or meet you to discuss different options.**

- Greens are still not good enough to play. Disappointed they were allowed to ever get in this condition. Have checked the condition. Haven't played there in several months and will not until the greens are up to par. **Not sure when you played last but the greens are good, firm & very fast.** Several of the guys feel the same way. I'm still a member in good standing, not sure about the future. **Thank you for your membership and if you do not believe the greens are acceptable, please let me know. As far as the green problem this summer, it could not have been prevented. If anyone would like the details, please call me. The good news, we know why it happened thanks to Dr. Kerns from NC State. He is working with Nick to continue to convert to the best heat tolerant/draught resistant bent grass.**
- You asked. Just being honest. I like the layout, but greens are sad still. **Same as the above. Not sure when you played last but you will be happy.**
- I would like to see more junior golf events. anything to get our young kids involved. **Several memberships and programs are focused to do this. In addition, Lew is will host at least weekly 'free' golf lessons for beginners. Invite friends and family members. Maybe they will take up golf. If you know of junior golfers playing out of the county, please have them contact Lew to join BMGC team for next year.**
- The deck area should be open more in the fall evenings for dinner and entertainment. **First the deck is open always. Based on the number of guest we open the bar. Entertainers performed this past April through October every Friday and Saturday evenings from 7p to 9p. Also, many days and evenings this Fall it was too hot. We closed the deck on October 31st for the winter. Next April we will reopen and please come.**
- If business is slow, raising fees will NOT increase play. \$15 cart fees through the week is enough. If they go to \$17 cash, count me out. **OK, but you are missing out on a great facility. If you play 100 times next year, that is only \$100 or an additional \$1 per round. Not sure you will find a golf course more fun & challenging to play. Also, unless you are a new golfer, it is hard to lose a \$5 Titleist Golf Ball at Brushy. Try some of the area courses and count how many balls you lose. One more point, those fairways you may play during the winter for a cheap cart fee will not be green or plush!**
- I want a golf course not a Country Club. **Brushy Mountain is not a country club and you are not paying for one. Alexander County deserves another restaurant that serves Steaks, Fresh Fish and other alternatives. Also, the Lodges provide a need for Alexander County.**
- Entry fees for tournaments are too high. Golf Tournament rates are based on area courses. **Prices will be lowered in 2017. Ideas on pricing, promoting and prices expectations appreciated.**
- Rates too high to attract new members or out of town players. **I have compared our course and assigned a value VS a ranking based on area courses. The prices and ranking I believe are more than fair. However, please provide your data. If I am wrong, will work very hard to bring in line with other courses in our area.**
- Baxter, stopped by for lunch last week. Everyone was very gracious. The food was delicious.
- Looking forward to meeting you & going on that tour you promised.
- I would like the restaurant to stay open longer on Sundays. **Changed to 5p November 13th.**
- I understand the tee time rule for Saturday's, however I can't understand why there are tee times blocked off on Sunday's whenever there is so little play. It is difficult at times to get a tee time between 9 and 11, but there is little play. I just don't understand the reasoning for this policy. **We**

used double tees. This creates 9 hours of more morning times. However, no times exists from 9a-11a. We have changed to continuous tee times starting on No. 1 tee.

- Cart fees should not be increased from \$16 to \$17: Cart fees increase to \$17 (cash) and for members January 1st. Cart fees are still a very good 'deal' at \$17. Also, you are riding in the best/most expensive cart on the market.
- Service in the restaurant and bar area is somewhat lacking. We are using the survey to train our folks old and new. We will implement new tools to improve service. In addition, we are changing operations to include salad and buffets to improve wait times. Please continue to let us know when your service expectations are not met.
- No concerns.
- Don't have much time to play
- Concerned about increase in dues: I've been a member for 2 years -when I joined, dues were \$85/month (for either single or family). About 8-10 months ago, non-resident dues were reduced to \$50 (great, thanks). Now non-resident dues are increasing to \$115 (130%) for family. Please complete the application. Your membership may meet the non-resident legacy membership. Please put on the form if you would like a call and I will be in touch. The new memberships include many amenities.
- There have also been numerous times when no one was available in the clubhouse to check in or if questions. This will be handled immediately. During the summer months, ice was not always available for cart coolers. Not sure how to answer. Any beverage purchase should include ice at no charge. Please let me know
- The member-guest this year was a HUGE fiasco (prior year was GREAT) and an embarrassment. I have apologized for this numerous times. Let me know how to make this right.
- Need trash cans on the course. Trash cans are unsightly, attract insects and bees and the many skunks, foxes, coyotes and dogs. If you have trash, please put it in the storage area behind the seat. If beverages, return empty to cooler.
- There is no game at brushy any more need to support shootout. Not sure how to answer but I will try. (1) The price for those members that left did not increase. Some lowered. (2) It may be the shootout is the problem. Brushy is the only course that does not use handicaps/points to compete.
- Need a comfortable member's area to hang out call bets and cuss each other. We have the lower level, deck, locker room and bar area. If areas some areas are busy, ask to use the Taylorsville or Alexander Room. Hope this helps.
- Can't get nonmember friends to play on weekends they say 45 is too much. This is the same rate as 2013. However, lowered to \$40 for the winter. Invite your friends to join. It is very reasonable and will save them money.
- Seniors are too cheap they play the most and pay the least.
- Hire a golf pro to run the golf program and lease out the restaurant. Sounds good. Working on many options.
- Let the operations be separate. The success of BMGC with almost 20 courses with 1 hours' drive requires different revenue streams. I would be happy to discuss business strategies with anyone. I am sure everyone can learn from this.
- We need a pro, not just people working in the clubhouse This is a trend nationwide because of the changing markets. Semi-private courses have had PGA Club Professionals for years. However, the cost benefit and positive impact on the market is not meeting the decreasing demand. Hopefully this helped. If you have specific duties we are not performing, please let me know. We will fix it.
- BMGC is still the best course in the 4 county area.
- We are losing too many people who play golf. Yes, some are dying, no new members to replace and folks just stop playing. Please help. Invite your friends to play and join.

- The number of players I see on the course when I get to play 2-3 times a week depending on my work schedule and age, makes me think that I am playing on a private closed course. **We have more golf members 262 VS 245 now than in October 2013.**
- Tournaments, clubs are too high.. don't need to feed steaks. **Agree. We lowered and reduced cost for Fall Invitational. Canceled tournament not enough interest.**
- Thursday is an unusually slow day, consider a lower daily rate for Thursday to increase play and total revenues for the day. **Will do**
- The conference center is an amazing venue and should be promoted as such for your advantage. I don't think enough people know about all the possibilities at BMGC (vacation rooms; dining room; bar; conference room for meetings/retreats). **We have a special for \$25 that includes the room for Christmas Parties.**
- Hours are fine. Tournaments are too high for the value. **What do you expect for value? Please help if you would like to have tournaments. A previous answer describes tournament calculations. The tournaments at Brushy are much less than surrounding areas.**
- I love the food in the restaurant. I do feel like it takes a long time to get food. Wait time needs to be much shorter. I would come eat at the restaurant much more frequently if time wasn't an issue. **We have made several changes for Lunch and Dinner including buffets for lunch and a self-service soup & salad bar starting Monday, November 6th.**
- The restaurant should be open all day on Saturdays – **effective Saturday, November 12th.**
- Tournament fees are too high. **Answered previously.**
- I am new to golf and would like to participate in tournaments but have a hard time justifying paying that much to play when I know that my skill level will not allow me to compete. **We have lowered the entry fees. You will be competitive because we flight based on first day score. Hopefully members will use the GHIN system (included in ALL memberships – no charge) so we can have handicap tournaments in 2017. Handicaps are the best method to equalize competition.**
- Perhaps something less intimidating for new golfers? **Will work on this for the spring.**
- Hopefully monthly dues are not going up for a family rate to \$150. This is too much considering the play-ability of the course and what other courses in the area are charging. **OK, the course is in great shape. Attached is a rate sheet for other courses. Before you decide on the price, review the value of the membership. Please fill out the application and put a note at the bottom you would like to discuss. I will call you.**
- Also, just a general business model it would never seem wise to double your rates in one year. **I agree unless you are significantly underpriced in the market. I made a large mistake when lowering after buying the course to get more folks involved. Now after 3 years and very cheap rates, we need to be competitively priced.**
- Yes it may be average but at the moment course conditions are much less than average. **Please play the course then let's discuss.**
- Some courses in the area offer free range balls to members. **Included in the new memberships.**
- This would be a nice bonus for members. Or offer a lunch or dinner/bucket special to members. **We offered 10% discounts to members. Very few golfers take advantage of McLindon's.**
- We need to see more tournaments that do not focus on using the restaurant. **OK, will do in the future.**
- All tournaments don't need a meal; a bag lunch will work just fine. **Same answer as above.**
- Doing so would decrease the cost of a tournament and increase play. **What do you expect for the tournament entry fee?**
- I have planned to dine at McLindon's but after arrival was told the kitchen was closed even though it was during dining hours. **Not sure how or when this happened but please let me know the date.**

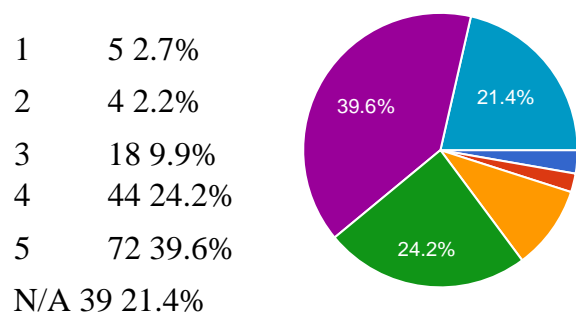
- I also tried to plan an event a couple years ago and was bounced around to three different people - so I used another location and it was considerably less expensive. **We have made changes and will not bounce you this time. If you do get bounced, call me.**
- Have come to dine as well as enjoy musical performances. Ya Ya's
- With the greens having bad spots in them it's hard to get visitors to play asking \$35 through the week and \$45 on the weekend. When they heal up completely I could see it but right now I think it should be \$30 through the week and \$35 on the weekend. **Greens are very good, firm & fast. We lowered starting next Sunday for Winter Rates. Please play. Ask your visitors to join. Many amenities at a very reasonable rate.**
- I think the club should allow walking any time except Sat-Sun. **Changed for Members to any time on any day except Saturday and Holiday mornings. Guest are NOT permitted to walk. This is a member amenity.**
- Entry fees are too high for tournaments, and payouts are too small. **Not sure how many area tournaments you have played but our rates and payouts are better than surrounding tournaments.**
- Fivesoms should be allowed any time when course is not full, and be told to let faster groups through. **Done**
- Enforcement of cart rules is non-existent. **John Van Horn accepted the starter/ranger position. He will enforce cart rules.**
- I wish they would get my billing amount right. **Me too. It is much better but not 100%. Please call me or email Vicky.**
- Everything is run very friendly and professionally could not be better
- I like to see members that pay on time get a free round of golf or free range balls. **We have installed changes to the system for a late charge and to suspend playing privilege's when 60 days past due. Membership fees and club charges are due the 1st of every month.**
- If nonmembers are play with two or more members they shouldn't have to pay full price that would help business and possibly get new members to our club. **One of the new membership amenities is a discount for guest.**
- Prices have gone up to much in one years' time. **I lowered for 3 years and provided many amenities. No one complained. Now we need to be competitively prices. Hopefully members realize the value of being at at Brushy VS 3 years ago.**
- You're pricing your local members out. **If you were a member 3 years ago, we are returning to the same \$85 you paid then. Also, with a much improved facility.**
- I want to have the choice of walking or riding when I play golf. **You can walk everyday but Saturday and Holiday mornings.**
- From that I understand my rates will be going up January 1st. I only get to play golf once or twice a week and if my rates goes up I will be forced to drop my membership. **Hopefully you will review the membership you mentioned. If you play two times per week, all the new memberships are less expensive than green fees. Also, you receive many benefits such as unlimited range balls.**
- I played golf yesterday on a beautiful Sunday afternoon and there might have been 6 other groups there. I really don't understand how you can go up on fees when it seems its hard to fill the golf course up on the weekends. **When the folks realize, the course is in great shape, we should see more golfers. As far as rates go, it is to return the rates to the market.**
- And, why punish me because I finally retired and was able to join at a decent rate and now a year later my fees are going up. **The new rates align with other courses of similar condition and playability.**
- I just ask you to rethink the idea of raising the prices because I know several people that will be forced to drop their memberships if the prices go up. **Hopefully you will realize the benefits of being a member at a great facility. If you chose not to, please come as a guest when you can. Please review the amenities and discounts with different memberships. Call me if you have questions.**

- Yes, the course is somewhat better. **You should have been here in October 2013.**
- The original layout was great! Please restore. It's good 12 is back to par 5. 18 needs to return to a par 4. It was the best finishing hole in the Unifour area. If yardage is an issue, there is plenty of room in the trees behind the back tees of 12. **You are free to play any yardage or tee.**
- Hire a golf shop manager. Doesn't have to be a pro, but someone who is there and in charge and "knows" golf. Not a twenty something. **I assume you did not mean to discriminate against a person's age. We had twenty something for a long time and before I purchased the course. You may be only a select few that does not appreciate Kendra and Tristan. Both out work and out nice many of the previous shop attendants. Please give them a chance to impress you. They will!**
- I want to say that I am so happy to have a golf course here in Taylorsville and I wish only the very best of success to Baxter and Lew!!
- Be more available to the public or seen at events maybe if you are comfortable yet I understand how hard it has been for you two and it's my choice to stay and be a part of something wonderful. Patty and I attend many events when we are in Taylorsville.
- I only hope that you can make sure that all our needs as a member are available so that BMGC is an ideal place to come and eat and play, where memories still can be experienced and so much enjoyed, love the new clubhouse and Nick is fantastic. **Please let us know the needs we are not meeting. We will try to fix. Thanks for your thoughts.**
- **Still wish we could make sand traps like #7 green, just a thought. Please review this when you have a chance. The USGA addresses bunkers Some folks like extremely tough bunkers. Others prefer to putt out of them. We will and continue to strive to meet everyone's bunker requests. Yes, 7 is a good bunker.**
- I do appreciate how you took recovery of greens, well, and the need of topdressing is still a concern, not done yet, **Topdressing weekly and as needed. If you are referring to Aerification, this will not be until Spring, Dr. Kern's recommendation.**
- I'm sure you all know exactly what to do and I totally trust your expertise. **Thanks, but input is always welcome.**
- Not enough Jr events. **Working on that. Have juniors contact golf shop to sign up for next year's team/tournaments.**
- Workers on the course need to be taught to stop and shut off equipment when a golfer is in his area hitting. This is a common courtesy at all other courses. **We will move mowing activities to after lunch during DST next year.**
- The GHIN handicap system has been a constant inoperable except for a couple of months. **Please check with Tristan. It should be fixed.**
- Brushy Mountain Golf Course & Club is such an asset to Alexander County. **Please tell others**
- You established a policy of no 5 somes long ago, but I see them on the course, and they appear to be special members. **Answered previously**
- Tee times are not adhered to. Special members get preference regardless of tee times. Once policies are set any changes need to be clearly stated and the date Do not like 5somes. **If you ever have your tee time taken or delayed or held up by a 5 some, please let me know. The 5 some issue answered previously.**
- would like couples tournaments. **Me too. We will work on in the Spring**
- would like some way to do this rates/ fees need to be consistent **Easy answer is we post daily in the Daily News. We adjust based on market conditions and the changes to New memberships to include more amenities requested by members and guest. Golf is no different than any retail business. You must change to meet revenue requirements to stay in business.**
- 17 for members. **OK 18 for non-members – OK, included in guest rate**
- need trash cans and water on course –

- Trash Cans are unsightly, attract animals, insects and bees. Trash may be placed behind the seat on the golf carts. Please let me know the inconvenience this causes to help my understanding. Many members have told me the course has less trash than ever. Please help me understand the need for trash cans.
- Water on the course – for health and sanitary reasons we stopped this when I purchased the golf course. Over the years the water containers were broken into for ice. The replenishing process was much less than sanitary. We have beverages available at no. 6 for purchase including water. Also, in the golf shop. In addition, this summer we furnish bottled water because of the heat and the golf shop or McLindon’s will provide a cup or ice/water.
- Need Stability – please be specific
- Not real happy paying \$85 a month when I have a family that doesn't play,I think it should be \$50!! Hope you will stay as a member, it not please play as a guest when you can.
- Not happy with all the trees that have been taken down at 13th I miss that back drop!!! Maybe we should have left the old pines. However, during the winter frost is gone much faster. The air flow is much better and the Bermuda is much better behind the green.
- I think Nick and his staff are doing a great job with what they must work with!!! Not sure if you are talking about equipment, budget or me. First, we have much more equipment than ever at Brushy Mountain. We loaned equipment to a private club when they lost their greens in September. Second, financial support including sand, seed, sod, paving and chemicals every year has been substantially more. Staff on the golf course was the largest since I can remember. For example, Nick’s staff repaired over 200 sprinklers that have not worked in years or at all. If it is me, I am working on that. Next time you talk to Nick, ask him about what he must work with! Also, thank him and his staff. They are the best in my opinion. They work and care!
- I love coming out and walking I would love to come and walk in the mornings, I miss that could you move the time say maybe 10am??? Members may walk every day except Saturday and Holiday mornings.
- I think we need some ball washer also and in the summer water coolers. This is another industry wide method to reduce maintenance cost. Hopefully with the amount of grass now, you will not need a ball washer as much. An alternative is to wet a towel before play like the pros. Water cooler answered previously.
- I would love to help around the course I don't have a problem helping making a difference. Please call or see me. We appreciate everyone’s help. Thank you so much.
- I'd also like to see more flowers and scrubs around the tee boxes, I'm always respectful to the course, I wished people would please fix their ball marks!!! Me too I've got to much to say I'm sorry!!!Thanks for the opportunity to speak out!!!

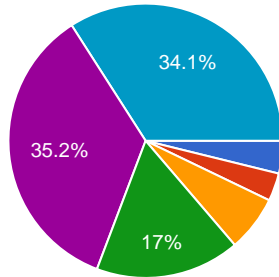
Golf

8. Over the past year, my interaction with the pro-shop staff has been professional and courteous



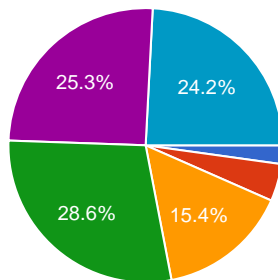
9. Over the past year, my interaction with the golf course maintenance staff has been professional and courteous

1 7 3.8%
 2 6 3.3%
 3 12 6.6%
 4 31 17%
 5 64 35.2%
 N/A 62 34.1%



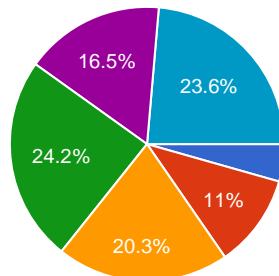
10. Over the past year, the fairways have been well- maintained

1 4 2.2%
 2 8 4.4%
 3 28 15.4%
 4 52 28.6%
 5 46 25.3% N/A 44
 24.2%



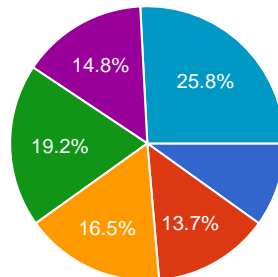
11. Over the past year, the tee boxes have been well- maintained

1 8 4.4%
 2 20 11%
 3 37 20.3%
 4 44 24.2%
 5 30 16.5% N/A
 43 23.6%



12. After the recent renovation of all bunkers, I am happy with the conditioning of the bunkers

1 18 9.9%
 2 25 13.7%
 3 30 16.5%
 4 35 19.2%
 5 27 14.8% N/A
 47 25.8%



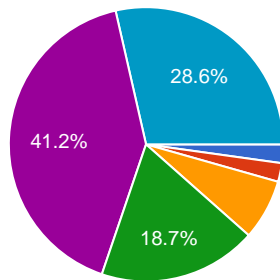
13. If not, which bunkers would you change and why?

- Back bunker on 9 serves no real purpose. **Maybe for you, but others like it.** I miss the deep bunker on 9 front left of the green. Bring back a front bunker on 12 all pot bunkers. Should be raked Monday Wednesday and Friday and both weekend days if possible. **This is the plan and you should see improvement. It is OK if golfer rake the bunkers just like on TV..**
- I would prefer regular bunker rather than the pot bunkers. **OK**
- They need to have sand in all of them and be consistent. **This is an ongoing maintenance issue. We have replenished sand and reposition several times this year. We will try to improve this.**
- Pot bunkers are not fair. Sand is good, much better than the old. I understand pot bunkers keep sand in better but they are not very fair.
- **4 NO BUNKER TOOK OUT.MUCH MORE SAND ADDED TO ALL do not understand to comment**
- The vertical sides are ridiculous and too many do not have adequate sand. Pot bunkers need more sand
- Can't keep sand in them
- Bunkers need more sand
- Change pot bunkers to make playable.
- This is o.k.
- #12 too deep and too small in diameter
- All the bunkers -- they are too small to play out of. The sand is not usually raked. They are not REAL bunkers compared to other golf courses. They are more like a pot bunker with a little sand thrown in.
- no consistence of sand from bunker to bunker. some bunkers have very little sand, club bottoms out in hard dirt
- Too narrow
- **BUNKERS ARE SELDOM RAKED**
- They're just poorly maintained
- bunkers are too small poorly maintained they don't look professional
- More sand needs to be added to all the bunkers. I am not capable of playing out of the sand with such steep slopes. With play limited as it is, each bunker needs to be raked each morning to help a high handicapper get out of the sand.
- Rake bunkers adjacent to greens daily
- All bunkers are constructed in such a manner that walls of the bunkers are too straight up and down allowing the ball to rest right next to them. This creates a position in which the ball is unplayable for amateurs. If a player does try, a hurt wrist or broken club can result.....so lower angle to permit a swing plan.
- 2 9 12 13 not being maintained and to see people
- many bunkers have grass growing around the edges into the bunker while some have too little sand in them. with fall upon us attention to leaves and twigs is needed especially in the bunkers.
- I am just not a fan of the pot bunkers. The bunkers on 11 and 12 have some areas that leave you with shots that are unplayable.
- Steep faces and low amounts of sand make for a very unpleasant bunker experience
- The new small pot bunkers are not attractive and the steep sides are not well maintained. They are not very playable, and friends who have played the course were critical of the style and condition of the bunkers.
- I would change bunkers on 11-12-13-16-17-2-3. They are too deep and are not playable for the average golfer, they need to be more slope so you can play out to the green, and raised up so golfers can get in and out .

- Steep, high lips should be lessened to facilitate easier bunker play. Grass growing down in the sides of the bunkers should be removed. More sand is needed in many or all of the bunkers. all of them
- I would have left the bunkers as they were and added fairway on a few more holes Bunkers were made to difficult fill all with dirt and grass seed
- All bunker designs should be like #1 and #7, they look like they belong. The others look out of place and don't compliment the course design Fill all with dirt and grass seed.
- get rid of bunker on dogleg of 9 hole
- Edges could be trimmed and weeds and crabgrass removed.
- Bunkers seem to never be raked, I think they are to small and some to deep.
- The lip around the new pot bunkers need to be "softened" just a little. Too steep. New tees tend to be too small and unlevel. In my mind, just mowing a level spot for tees is the biggest "eye sore" of our golf course and makes a terrible impression to member and outside guests. 12, 13, 16, 17
- Too difficult got average golfer
- Sand contains rocks (gravel) which damage clubs. **This year skunks or dogs dug up several bunkers and exposed the gravel. This should be fixed. If not, let Nick know the bunker you are referring too.**
- 1 2 4 7 10 12 13 16 18
- All of the bunkers that were changed to pot buckers should be re-done. In my opinion they are ridiculous. Staff needs to rake etc after rain and heavy play
- put more sand and rake bunkers. take better care of bunkers They need more sand and the edges need to be cut

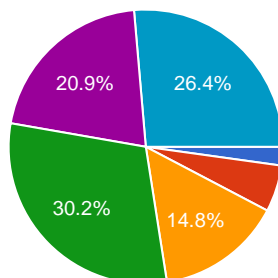
14. I am consistently pleased with the presentation and cleanliness of the golf cart I rent.

1	4	2.2%
2	4	2.2%
3	13	7.1%
4	34	18.7%
5	75	41.2%
N/A	52	28.6%



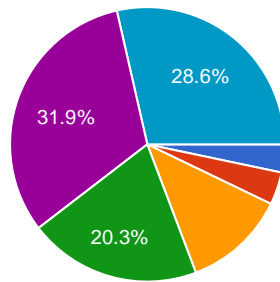
15. From a price/ value standpoint, the cart fees are fairly priced.

1	4	2.2%
2	10	5.5%
3	27	14.8%
4	55	30.2%
5	38	20.9%
N/A	48	26.4%



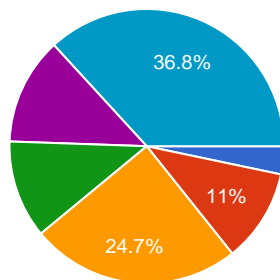
16. In comparison to the carts at other area courses, BMGC's are the best in class

1	6	3.3%
2	7	3.8%
3	22	12.1%
4	37	20.3%
5	58	31.9%
N/A	52	28.6%



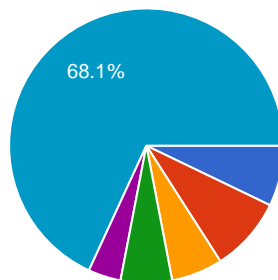
17. From a price/ value standpoint, the range balls are fairly priced.

1	6	3.3%
2	20	11%
3	45	24.7%
4	21	11.5%
5	23	12.6%
N/A	67	36.8%



18. I would like for BMGC to offer club storage, and am prepared to pay a nominal fee for this service.

1	13	7.1%
2	16	8.8%
3	11	6%
4	11	6%
5	7	3.8%
N/A	124	68.1%



19. Optional Comment Section

- n/a
- I love BMGC and want to see it thrive for many years to come. I would definitely use club storage if it were available. **Anyone wanting club storage please email info@brushymountaingolf.com. If sufficient sign up, we will provide club storage.**
 - I just don't understand why play is down.... In my opinion, it is by far the most challenging and well maintained golf course for the money in the area. Several major reasons; (1) **ACHS decision to move the golf teams to Iredell County and the misinformation surrounding this contributed to adverse publicity and perception of BMGC and reduced play and use of the entire facility,** (2) **the record heat this summer,** (3) **losing the greens for a month,** (4) **the perception of lost greens – the greens are very good, fast and firm now. It takes a while for the folks to believe they are back,** (5) **I believe the alcohol referendum hurt the golf and restaurant**

since Labor Day, (6) folks are getting older and cannot play, (7) some have died, (8) lastly the industry has a supply and demand problem. Too many courses and not enough golfers.

- I just want to comment on the young man in the pro shop. If I were to ever hire an employee to assist me in my business, I hope I am lucky enough to find a person just like him. He is not only professional but very friendly and has a way of making everyone feel welcome. I agree, but some folks do not because of his age. BMGC is very lucky to have Tristan!
- Balls could be a little cheaper or have a smaller size. Maybe share a bucket (45 balls). Our machine is set-up for 1 size token. If you change your membership, the balls are included, this may help too.
- Not interested in club storage
- Consider part time memberships for Alexander residents. We have numerous memberships including a Monday through Thursday. Please call and we can discuss options for you.
- I am considered "legacy" so the newly proposed rates do not affect me. I am however concerned the rates will push others out and I'm not sure the course can replace them. First, I lowered prices/dues at the suggestion of others and attract new and out of county members including free for over 75. Did not work. We had members quit because they thought Alexander County rates should be cheaper. OK, I do not agree so we are fixing that even though the industry offers lower rates for non-residents. Second, our rates VS the facility and course are comparable or better than other courses including the country clubs.
 - That is one of the many reasons for new memberships and increased amenities. If Alexander County wants a great facility that NO tax dollars' supplement, then support it! Invite new members and guest. We are locally owned and Alexander County receives the economic benefit. Members are a huge part of this. Make a difference and get involved if you want this facility and Alexander County to flourish.
- Overall I see improvements every time I play.
- As of right now though I feel guilty having a guest come play for the fee they must pay on the weekend. (This is basically the only time I get to play). This has been a hard summer for all courses, not just BMGC.
- As long as I see improvement I am happy. Keep up the good work. I agree we are improving and have since October 5, 2013. The rate VS the quality of golf is very important to many folks. The amenities guest expect varies from a Hot Dog in the concrete clubhouse to a meal served on China. We are trying to meet everyone's needs including pricing. \$45 is the amount Brushy charged for weekends for years. We lowered from \$49 to \$45. I appreciate the response but I feel after playing the many courses in the area and seeing the overall conditions including amenities for guest, Brushy is fair at \$45. If you select a new membership, the rate for your guest is \$30/\$40. Thank you for your comment and support, much appreciated.
- cart paths have improved tremendously, fairways grass is improving, greens are improving with new seeding,
- no club drop off station, in lieu of drop off stations, we permit carts to be driven to and from your car. Most folks prefer this. We do not or will not have bag attendants at the course. If you are not able to pick up a cart or need help with your bag, please ask the golf shop attendant. They will and will not expect a tip.
- no ball washers on any holes, answered previously
- certain holes need to be landscaped better, we are trying overall but which holes are you referring too?
- Would love to see hole 18 as a par 4 again. Original routing was perfect. Please play any tee you wish.
- worry more about course condition instead of McLindon's golfers will come to play a course in great shape OK, not sure the basis for your comment. If you would like to discuss capital

improvements, equipment and maintenance please talk with Nick or me. If you were not a member prior to October 2013 I understand to some extent your comment.

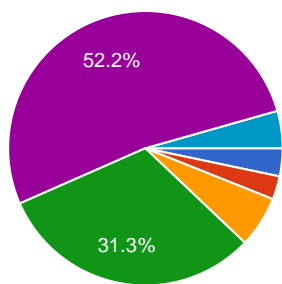
- I realize that golf courses make money on carts and they should be mandatory each day at least until 1pm. I think that a straight across the border charge for cart rental should be the same price each day, not changing the price depending on the day of the week. This will change to \$17 (cash) and \$18 (credit) on January 1st.
- Some people still like to walk. Members may walk any time except Saturday and Holiday mornings. This is a member amenity.
- I recently received the 3 page listing of the \$\$ changes that will take place in 2017 and 2018. As a 70 year male who still loves to play golf, I felt like I needed an attorney or accountant to explain these papers to me. Please ask anyone in the Golf Shop, Lew or me. We all will be happy to answer any questions you have.
- I hope that someone realizes that as our golf players age and pass on, that there is no one to replace them. I also realize that golf is not being played as strongly now by younger players, who are concerned about home ownership, families, and job security. This is an ongoing problem that cannot be changed by changing the charges each year to make up for the lack of players. When I see an empty parking lot, I feel that I am on a course that is going private. Well private is an option but not the plan. Unlike our local, state and federal governments, BMGC cannot tax you. We do not receive operating funds from others when the revenue drops. We cannot request an increase in budget to maintain services when revenue drops. We must find ways to rake bunkers, mow grass, pay the annual \$50,000 chemical budget, overseed in the winter and to make sure every customer has a great experience. The rates for Legacy and Golf Fees are returning to pre-October 5, 2013 rates. I have made numerous mistakes including lowering rates in the past but now I must correct those.
- Range balls and member cart fees need to be a good round number. OK, \$4 range balls for members and \$17 for carts. If a credit or debit card, \$18.
- I would LOVE to see trash cans every few holes & some really NICE tee markers at each Tee box, with hole layout & sell sponsorship of those tee markers. I'd sponsor one! Let's get together on this. I would too. To give you an idea of the cost, the recent tee makers were \$2,400. A very nice hole maker with layout will run about \$1,500.
- I think we need water on the course in the Spring and Summer along with a couple of trash cans. People that walk should have water on the course. Previously answered.
- Carts rinsed off. Not washed. We try to wash the carts as needed. If you have a dirty cart, please let me know.
- Recently the tee on #12 has been farther back than when it was a par 5. Well, your memory is sort of correct. If you want to play at a different tee, please do. If you would like to move the tee forward for the day, please do. Just let Nick, John or the golf shop know. Also, if you see an area the tee should be moved for wear, please move it.
- Would like to see a level tee at a distance comparable to other par 4's on the course from the blue tees. Next year's plan. Was this year but early rains and subsequent August Green and Draught prevented. It is a top priority for next year.
- Your new member's options do not provide balls to legacy members. Correct and we did not when I bought the course. These are the guys who have stuck with brushy the entire time. Your welcome for having a golf course to play. Read Andrew Miller's letter and I will be glad to talk about sticking with Brushy.
- If I read it correctly, legacy members also loose discount in the restaurant. Correct, we did not have a restaurant or discount prior to purchase. I believe if you review the difference in a Legacy membership VS the new memberships, you would realize a significant savings by changing.

- Would like to see someone in clubhouse that can make a decision on a day to day basis. **Please be more specific. I will be glad to put something in place but need to know what you are talking about.**
- dont like 5somes. thought this wasnt permitted? if they are allowed by proshop, they should be required to let all groups through. **Previously answered.**
- fix 2-11-12-13-17 banks on bunkers need to be sloped so you get out.
- grennside bunkers on 1,3,4 need more sand all of the bunkers not maintained! They Suck! you should not have to rake bunkers to play shot. **Not sure what you mean**
- I have heard we're going to have a practice facility that would be awesome. **Thanks, we are working to finish soon.**
-

Housekeeping

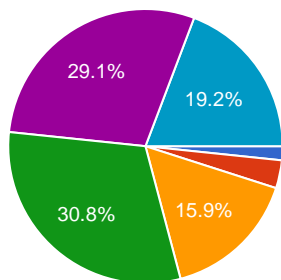
20. The overall level of cleanliness and maintenance at BMGC facilities (I.E. Restrooms, Locker Rooms, Dining Rooms, Golf Shop, Etc) is:

1	6	3.3%
2	5	2.7%
3	11	6%
4	57	31.3%
5	95	52.2%
N/A	8	4.4%



21. The cleanliness and maintenance of the restrooms on the golf course is:

1	3	1.6%
2	6	3.3%
3	29	15.9%
4	56	30.8%
5	53	29.1%
N/A	35	19.2%



22. Optional Comment Section

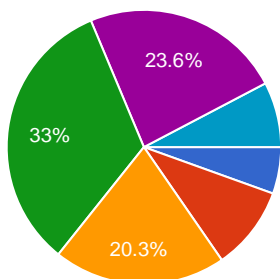
- n/a
- Only golf course I know of that does not have ball washers and trash cans somewhere
- None at this time.
- As I see it, Alexander County cannot support a restaurant of the caliber that the restaurant is set up to be. **Maybe, but I believe Alexander County deserves fresh fish, steaks and other different selections. Support Alexander County starts with each us. IF something is not right, food or service let us know.**
- Living in Catawba county, I am not driving 36 miles round trip to eat out when the service is slow and the wait for food is slower. **I understand. I used to drive to Catawba County for years for slow service and high price food. We are trying to make a difference but understand your point.**

- The food is good, but when I order food on #7 tee box (a burger and fries, and drink) to be picked up when I make the turn, and it is not ready when I get there, something is bad wrong. **Agree, Debbie is handling this. Please let us know when you have problems. Thanks**
- That is why, when I play, that no one in my group orders food to be picked up. **Try us again, good food, hot and reasonable.**
- Where I have made some negative comments, I do feel the addition of McLindons & the lodges are a great addition to our community. There has been some "growing pains",but I for one enjoy my time at the restaurant (not had need for lodges). The food is great, everybody seems to know me and it's always fun. Our golf course is still one of the top lay-outs in the area and I still love it!
- soap has been out a few times **Thanks, Debbie will handle**

McLindon's

23. I consider the overall food and beverage service level at McLindon's to be:

1	10	5.5%
2	18	9.9%
3	37	20.3%
4	60	33%
5	43	23.6%
N/A	14	7.7%



24. Please elaborate on why you gave the rating you did for the question above

- Good often over cooked - **please let us know when it happens. Often is almost always. PLEASE tell us. Thanks,**
- Very very slow. **OK, need some help to fix. Is this every time? When was the last time? Lunch or Dinner? I want to fix but let us know when you are there.**
- LOVE Debbie and she does fabulous job.
- Many times we have to wait hour, etc. Depends on waitress too. **We are making changes to fix this.**
- Slow service often
- Service started out lacking in every way, but has improved immensely in most every way
- The food is good and the pricing is fair. Neither is outstanding but better than a lot of other places.
- Food was great in the beginning. Has gone downhill ever since. Service is still very slow. **Please let me know when you last visited. Our food quality is the same or better. Staff much better. Give us another chance.**
- I'm inactive and haven't been out there enough to rate it. **Do you still eat? Please support McLindon's.**
- Always slow!
- I have not been lately partly because often have to wait too long if dining in, **Try us, then let me know how long you waited.**
- I think the food has gotten better recently.
- Slow service during busy times. **Fix in place**

- I love McLindon's and appreciate the rapport built with the wait staff.
- The food is consistently above average but sometimes service and wait time for food varies widely.
- Also, there are some items that are priced well and you don't mind paying a bit more for better quality but some seem overpriced, not just for Alexander County, but other places as well. For instance, the Caesar Salad... most places a salad that size would be no more than \$5. While I realize, these ingredients are costlier than some, a look at restaurants in other counties show this to be overpriced. I often would appreciate also being able to order a half sandwich and salad instead of paying for a full entree meal and then having to add a salad. This gets to making lunch a \$20 affair which is not conducive to long term spending. **We are adjusting menu offerings including a salad bar, buffet and will consider a half/sandwich salad and soup/half sandwich.**
- I know it is not fast food but it takes way too long to get food even when there are few customers.
- We missed church one night because it took 45 minutes to get chopped steak. **A chopped steak is made from scratch and if well done takes a bit. However, 45 minutes is too long. Please let us know when this occurs. We make every meal made to order. Nothing is pre-prepared. When the restaurant is busy, we let folks sit and order drinks VS waiting in line, on a bench or the bar. We have seating counting the deck for close to 500. This is a problem we have and we tell folks it will be 20 minutes or longer. We will strive to do this before seating. Hope this helps. Also, we take reservations.**
- Upper end restaurant
- Good food and drink
- Food is always great
- Delicious and reasonably priced
- Slow service
- Slow service if a few people are there.
- Quite pleased.
- My wife and I had a horrible experience at the member guest. My wife's food was horrible.
- I've only had one meal there that was less than satisfactory and that was in the early days of the opening of the restaurant, other than that, food has been excellent... **Hope you give us another chance. I made the mistake and continue to pay for it.**
- Food is always good
- The wait staff and whoever is running McLindon's don't seem to care about service or the quality of guest's meal. They tend to make excuses for why things are lacking. I wish I could come to a restaurant as beautiful as McLindon's and experience a consistent meal. I have guests stay at my house on Airbnb from all over the world. I would love to feel confident in recommending your location. It is obvious that someone has spent a lot of money renovating this awesome facility. Hopefully you will invest in the proper management to bring this beautiful restaurant to a level that parallels its outer facade. **You covered a lot of points. If you would like to help please give me a call. I would like to meet with you to understand better how to fix these problems. Thanks,**
- We are consistently pleased with the quality of the food, the presentation and the variety in the menu selection.
- We ate outside. Great view. The service was fast and courteous. I ordered chicken Marcela. The chicken was tender, the sauce (one of my favorites) was just right. And the mashed potatoes were a treat. I was impressed.
- We have always received good service.
- I don't eat at McLindon's enough to give a true rating.
- Everyone is so nice and accommodating
- Always slow and not professional

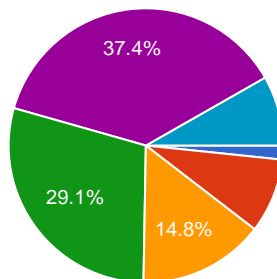
- my dining experiences both in the dining room area and the bar area have been disappointing from a service stand point
- Service too slow during large events.
- Food not always ready for crowd. Run out of hot food often. Not sure how to deal with it.
- Great service by the staff.
- TOO SLOW
- Service is extremely slow and frequently difficult to even find wait staff.
- Could be faster at some times, but in the end it's nothing to complain about
- Service is somewhat slow at times.
- Golfers want a quick sandwich between nines and a hot dog at the end of play. **Hours extended to meet this requirement.**
- Why not offer a buffet line for players to come in and grab a dog and beer after nine holes? It could be set up so that the players walk in, grab a dog and go. **We do not have the lunch business for a 'golfer buffet'. However, we do offer a lunch buffet. Also, please call in from the golf course and pick-up after 9 or 18. If a member, we can charge to your account. If a guest, give us the credit card and will save you more time. Thanks**
- I have never played at any course in the country, where hot dogs, and cold sandwiches were not available fast and go. **Answered above**
- Question # 27, relates to the price of food; why should I drive from Hickory and pay more for a Sunday lunch meal when I can get it for less in Hickory. **I agree, especially if the venue is nice and the food is great. Hickory has many places restaurants comparably prices.**
- Sometimes the staff seems over loaded if a lot of customers. **True in any business and restaurants**
- Food is excellent, one of only two places you can have a drink
- I have always received great service.
- It is just like any other restaurant in the 20 mile radius, nothing exciting or over the top-- offers.
- I would like a quicker lunch sampling for times when I am golfing and stopping in the club house after the first 9. **Please order from Golfer's Menu. We are changing from cold to freshly prepared. Pick-up in McLindon's.**
- But quality of the food and service is excellent.
- Slow service, friendly, but slow.
- Food has been consistent in taste and quality.
- Don't usually eat there
- The turnover in the kitchen creates inconsistencies with the food. **Keisha and Seth have been with us over a year. We are very proud of them. If you provide dates/times or better let us know when it happens we can resolve and fix going forward. Thanks. Also, just a few industry facts, this type restaurant turnover is 80% and fast food up to 250% annually. Sorry, people quit and change jobs in F&B.**
- The amount of time it takes to get food is not acceptable. **Try us, we have improved.**
- Often, there isn't sufficient wait staff.
- The food and service staff are always great. extremely friendly staff and excellent service
- Need some work on the specialty drink requests
- it still takes too long for food to be served
- Service more often than not is either slow or unprofessional.
- Too many mistakes with orders.
- Simple things like bringing salads prior to main courses/making sure guests have their beverage order with their meals/refilling beverages/timely bringing bills for checkout...
- Food presentation and portion sizes are good. Wait staff needs to be more informed on current events and know the menu inside and out.

- I have been in food service/event planning, etc. for many, many years. I recognize how much commercial product is used rather than actually prepared by the kitchen. **To be 100% transparency, please stop in and I will be glad to escort you through our facility and preparation. With your experience, I am sure we can learn from you and appreciate your future help. Also, what was your Rating? McLindon's has been 99% since we opened. We have been told by vendors, government officials and other experts we have the cleanest restaurant they have seen.**
- Initially, the food was exceptional, but in the quality, has declined. **I do not agree. IF you are interested in helping, please be specific.**
- I have attend several events with a buffet meal and on at least two occasions, they ran out of the main entree before myself and other guests ate. **This is the PAYING Host decision. Many host order split or partial meals to control cost. Yes, it is a buffet, but NOT AUCE. We cook for 10% more that requested. Not sure of the events, but if you will share, I will find out. IF we made a mistake, I would appreciate going forward to know at the time. The last 2 Thanksgiving Meals we double ordered meat entrees and food left over.**
- At the other events the food was not available consistently. Some tables might get served and then a gap of time before others were served. **Let me know if this happens.**
- On all occasions, I was either treated rudely or observed someone being treated rudely. **Why not let us know? We can only fix problems when we discover or someone tells us. Thanks**
- Food is always excellent.
- Service is sometimes sketchy due to staffing and volume of customers.
- very slow we are always late getting back to work when we eat at lunch I have not utilized McLindon's. **We have a buffet and soup/salad bars starting Monday every day except Saturday. Hope this helps.**
- slow service, often items not available. **What items?**
- appealing to eye, glass containers, excellent quality of food Good stuff....
- Good but sometimes quality is uneven **Please let us know when this happens**
- service is slow
- Overall the service & food quality is good.
- I personally don't use it enough and don't use it at supper time due to living out of the county.
- Sometimes the service is too slow.
- Food is awesome! Service can be slow sometimes, not always.
- There's always room for improvement however I've had good experiences. I have never got anything that was not good.
- Seldom patronize McLindon's.
- very poor service
- Very good food.
- service has no snap. Just be there in a few. Saw a customer sit at bar 12 min before anyone took care of them. **Was the customer upset? Had anyone told him he could sit until his table was available? Need more info to fix, thanks**
- Food is ok.
- Burger special is terrible but if you order off the menu it is good. **Everything is off the menu, please let me know what you are talking about.**
- Have not eaten there enough
- service poor and food inventory poor **Not sure what inventory means?**
Not an golf course restaurant – **correct, golf course cannot support a restaurant. We could not support the grill before sold.**
- Takes way to long to get service but the food is good.
- Takes to long to get food during a lunch hour. Most local people get 1 hour poor service and poor food inventory.

- To long for service to be completed
- I eat in the restaurant quite often and am well pleased.
- too slow - too much wait time
- The staff is always courteous and engaging. I enjoy interacting with them.
- Service is slow at times last time there, we waited 45 minutes for our order.
- I feel we've had very good service and the food has been very good.
- service real slow
- Food is good,
- but wait time, and service is poor.
- Service was slow and the portion of food given vs prices was little food to high price
- Deserts are not always available plus it would be nice if dinner rolls were heated. **Corrected**
- good food in both quantity and taste.
- Good service, fast and friendly
- have only eaten there a few times, food was excellent.
- only complaint was mothers day buffet, food was not hot.
- service could improve
- limited menu, too structured.
- dotn like the AB buns –
- always good food and service
- good food
- always exceptional and effort is there to keep it there
- In my experience the service took to long to be prepared I'm talking about the food the service people are great

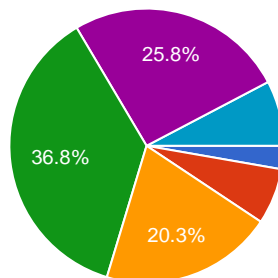
25. The quality of service the host consistently provides is:

1	3	1.6%
2	16	8.8%
3	27	14.8%
4	53	29.1%
5	68	37.4%
N/A	15	8.2%



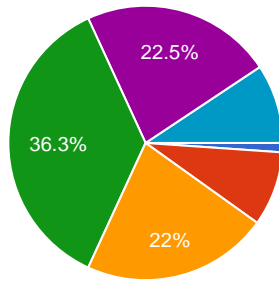
26. The quality of service the server consistently provides is:

1	5	2.7%
2	12	6.6%
3	37	20.3%
4	67	36.8%
5	47	25.8%
N/A	14	7.7%

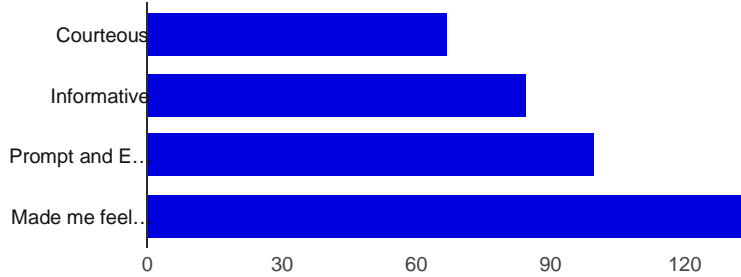


27. From a price/ value standpoint rate your overall dining experience at McLindon's:

1	2	1.1%
2	16	8.8%
3	40	22%
4	66	36.3%
5	41	22.5%
	N/A	17
		9.3%



28. Was your host/ hostess? (Choose all that apply)



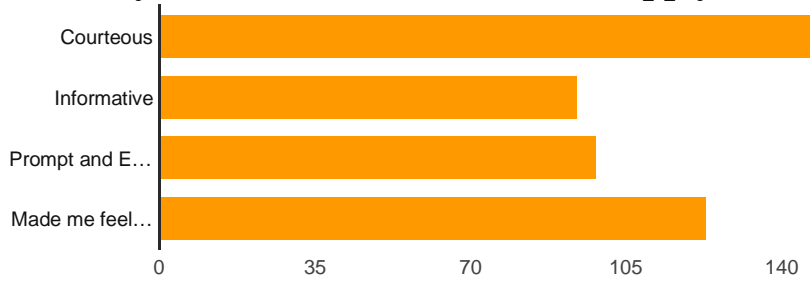
Courteous	67	36.8%
Informative	85	46.7%
Prompt and Efficient	100	54.9%
Made me feel welcome	134	73.6%

29. If your host/ hostess demonstrated any behavior other than what was listed above, please leave a comment

- Debbie always goes over and above Courteous
- There have been times when you arrived that you are not greeted and this causes you to somewhat wander.
- Debbie is a hoot
- None of the above I had to check one in order to move on.
- Debbie goes above and beyond in making guests feel welcome.
- Didn't know there was a hostess, usually a server seats guests
- Some spend too much time trying to figure out computer to place orders or accept payment, unnecessary delays.
- Slow & distracted
- eager to serve, maybe understaffed
- I do not eat in the restaurant as my answers will show
- Debbie does a great job my hostess for the last few visits has been Melissa, I have to request her.
- Deb goes above and beyond as a hostess
- Coureous is spelled wrong
- Deb is great! I appreciate her assistance.
- I have not eaten at McLindon's - checked courteous simply because an answer was required.
- Not always the most welcoming or prompt
I ONLY EAT LUNCH NEVER SEEN A
HOST below average
- Made sure we received our order in a timely manner

- Deb is the best person out there, without her I wouldn't support it at all!
- good service

30. Was your server? (Choose all that apply)



Courteous 147 80.8%

Informative 94 51.6%

Prompt and Efficient 98 53.8%

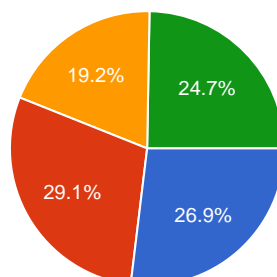
Made me feel welcome 123 67.6%

31. If your server demonstrated any behavior other than what was listed above, please leave a comment

- We usually have Morgan and she is outstanding. Really nice young lady. prompt and efficient down't always happen, but I know they are trying
- Slow, visited my table very few times. I feel I'm bothering them when I need something.
- I shouldn't have to ask for a refill a fork or a drink. If there are 3 people at our table all of our food should come out at the same time. I didn't want to check any of these boxes but there was no box for none of the above. So I had to in order to move on.
- Same as above.
- Very slow & inattentive
- I do not eat at the restaurant
- sometimes seems overworked and understaffed
- It's hard to have lunch there in under an hour... takes a while to be served, food takes a while, then takes a while to get the check. Buffet should speed things up, but ordering from the menu seems to take a while, but food is excellent.
- Brooke is the best. Your drink is served when you walk in the door slow to respond and return for needed service • Depends on the server. Some are great some not so much.
- Maybe at times but it seems better now.
- I have not eaten at McLindon's - checked courteous simply because an answer was required.
- below average
- Kendra was excellent!

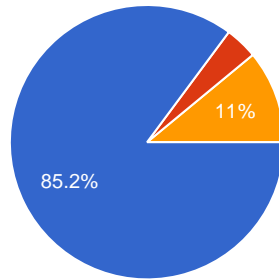
32. How often do you visit our restaurant?

3-5 times per month	49	26.9%
1-2 times per month	53	29.1%
Once every 2 months	35	19.2%
Other	45	24.7%



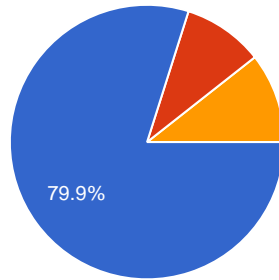
33. Do you plan to return to our restaurant?

Yes	155	85.2%
No	7	3.8%
N/A	20	11%



34. Would you recommend our restaurant to a friend?

Yes	143	79.9%
No	17	9.5%
N/A	19	10.6%



35. Any additional comments or suggestions? Let us know how we are doing, we greatly appreciate your input.

- Build a bigger kitchen. many times we are told it will be at least 20 minutes or more before they can get to our order and its not even crowded at the time. **We fix every meal made to order. We are changing menu and other offerings to reduce time.**
- Golfer or not, BMGC is a great asset to our county. Thank you all for your work and commitment during trying times. I sincerely hope BMGC and McLindon's will begin to thrive and be a destination the state of North Carolina desires to frequent often. If I can help BMGC succeed, I will help in any way. **Just let us know, we will put you to work.**
- I really like Brushy, Greens are still terrible. **Better now.**
- Tee time are not honored. Still allowing fivesomes. If we have a tee time for 9:00 I don't like waiting until all the good old boys play first. If they have the run of the place. Don't give out early tee times. Treat every one the same and set a good example. Rules need to apply to every one. Yes I am being critical. But you asked. If these issues were really addressed membership would increase. Your memo about other courses fees as a comparable was not accurate. **Which are incorrect?** We've checked and played them all. We would play Brushy 2 to 3 time a week, again if these issues were taken care of. We really do like Brushy as a whole. **You have a lot of issues I would like to address and work out solutions. Please contact me and we will work through them. Thanks, Baxter**
- I just do not understand why the hell all these guys with all their money gripe about one or two additional dollars. **Their right**
This may not make sense but what was former pro shop feels closed in. would it be possible to remove the glass walls and open it all up? **Assuming this is for the restaurant, yes it could. We do use it as a private room for meetings/parties. Please contact me to discuss.**
- The food is generally good but the time is very disappointing. **Please let us know when this happens.**
- Have heard too many complaints about the service. **How was your service?**
- We enjoy the meals and service that we have had and hope you continue your great service.

- Service is so slow but great
- Club will be great when greens are back to 100%
- I know running the course is an expensive operation, but as a member who works in manufacturing and is experiencing a wage freeze, I'm afraid I may have to play less or even drop my membership if fee's and dues continue to rise as rumored to be... **our economy is very tough. I assume your products have and continue to increase in price with shipping and raw material cost. Golf courses have the same problem. The good news, most of our deferred maintenance has been completed.**
- I hope it doesn't come down to that only the "rich" can afford to play there...Brushy has been my "home" course for over 50 years...
- I hope to continue to be able to play there for many years to come...people I work with play at Old Still, Lenoir and Twin Oaks and the one in Wilkesboro because they can't afford Brushy... If you are not a member you should join. **Many senior golfers in the Unifour area prefer to drive 30 minutes to save a few dollars. Every golf course needs business. If the savings is worth the drive and golf course you chose meets your expectations, I understand. Many of those courses will not be here in 5 years and condition will continue to deteriorate. You are always welcome at Brushy.**
- I know you get what you pay for, but for the higher handicapper, those courses suit their golf needs as well as their pocket books **I understand and wish them well. Consider joining.**
- Being the only place in town that serves alcohol I would think there would be bartenders that would constantly serve/sell drinks. It is very hard to get a drink quick. Then once finished no one asks if you would like another drink \$\$\$ lost. The wait staff acts as though you are bothering them if you try to get their attention to BUY a drink or order food. Please know that I love your facility. Yes I will continue to recommend your location. However, I want to be honest. So hopefully things will improve. It's the prettiest location in the area. Good luck! **Thanks for the feedback. We are making many changes from the survey results.**
- We are always promoting McLindon's to our friends and new friends and encouraging them to give Alexander County's "best" a try. **Thank you**
- It was my first time eating at your establishment. It was a good experience.
- I would love to see some good soup and sandwich offers this winter at night. **Done, Soup & Salad Bar in place and serving daily for lunch including Sunday and Thu – Sat nights.**
- We enjoy coming out there. Like going home for dinner and conversation. Keep it up. Soooo happy you are there and helping the county.
- Food is ok, nothing special. **Help us. What can we do to make special? What is your special restaurant?**
- Waitresses are friendly but not very knowledgeable. **Help us. Please let us know the individuals. We will help train on those issues.**
- Question 28, first word I believe should be courteous not coureous.
- Inconsistent experience. If I finish playing golf after 2 pm, forget lunch or even a drink. **Fixed, McLindon's open until 5p everyday.**
- I really enjoy the course, but maintenance seems to have gone downhill and there are too many rough spots that need attention. **OK, we are working on those. Not sure when you started playing Brushy but many improvements since 2013. Let Nick or me know specifically. If not on our list, it will be.**
- The greens have always been one of Brushy's attractions, so recent problems have been disappointing. **Yes, but we believe with Dr. Kern's help, this problem has been resolved.**
- Turn the operation of the restaurant over to some one else to run and concentrate on returning BMCG to the place it used to be. Hire a golf pro to run the golf operations, and let someone else do the restaurant. **I would be glad to discuss with whoever wrote this comment including ways we are working on.**

- No ball washers. Please use a towel just like the pros. We are not going to put ball washers on the course. If you would like to discuss, please see me.
- Distance markings are not maintained. Not sure what you mean. Again, please let me know which one(s) you are referring too.
- Mowed fairway trimmings left in clumps. Yes, next year mowing will be in the afternoons. This will stop the clumps in fairway and roughs.
- Overall, aesthetically the course conditions are not as nice as previously. Is that last year or when? We did have and continue with a major draught. We are trying including repairing over 1/3 of the sprinklers this year. Even 275,000 gallons at night does not replace rain.
- It seems that the cooking staff gets over loaded. Yes, sometimes they do. When you have 6 people on Tuesday night and the next Tuesday you have 60, it is tough to manage. Everyone tries to do the best. Hopefully with the Soup and Salad Bar and Lunch Buffets your dining experience will be better.
- Just improve the service time, and all is well Working on it.
- Your hostess/ manager could present dress a little more professional, looks as if she belongs in the checkout at Wal- mart. a little loud and brash, there is a difference in friendly and a people person, and loud and brash. OK
- My husband and I would eat here every lunch and dinner (and we have for months).
- McLindons is a great asset to Taylorsville. I now work of town which keeps us from visiting as we did before.
- My only suggestion for the owners would be to find a CHEF that can keep the creative foods, presentation, and overall consistency. Please call me about this. I feel we have a great staff and Kiesha is by far the best. If this comment is several months old I understand. If not, please give me a call and let's discuss. In addition to a great menu, we offer many events including the Wine Pairings every 3 months or so. Many different items. Also, if you prefer a special meal, let us know. We will order fresh and make to your expectations.
- Salmon is excellent!!
- I recommend the restaurant but always tell folks to not expect fast service. Please let me know what you expect? I eat many places and if you finish dinner within an hour, it is an exception. We are introducing many changes to help service expectations.
- Lunch service is particularly problematic for business people. I agree. We have added Soup & Salad Bar and a Buffet for lunch. Shortly we will promote a Fast Lunch 15 Minute Guarantee!
- You should not have to call ahead to a restaurant to be able to eat in less than 45 minutes. Maybe in Taylorsville. I have worked and travel for years. Seldom do you arrive and leave a restaurant in 45 minutes. However, we are changing our menu and service levels to meet customer expectations.
- It seems a premium is being placed on making sure no food is wasted or over purchased at the cost of slow service or often not being able to order a menu item. Not sure what you are referring too. Please call or email me.
- People paying this price expect a certain level of service and choices for sides, etc. Service we are working on. Sides we have several. With the Daily Buffet more 'home cooked' sides will be available. This is the current list of sides that have been on the menu:

- **SIDES - LUNCH**

- *Fried Okra, Sweet Potato Fries, Fried Zucchini, Fries, Slaw, Onion Rings,*
- *Corn Nuggets, Fried Squash, Pasta Salad, Pub Chips or Vegetable of the Day*

- **SIDES - AFTER 5**

**Baked Potato or Mashed Potatoes, Fried Okra,
Sweet Potato Fries, Fried Zucchini, Fries,
Pub Chips, Slaw, Corn Nuggets, Fried Squash,
Pasta Salad, Onion Rings or Vegetable of the Day**

- I have experienced my worst experiences at BMGC/McLindon's with management level representatives. I have noticed that they are not around as much during the time I am there - and that has made a positive difference in the environment. **I assume you are referring to me. If so, I believe you are stating it is better without me being there. If not, I will be glad to talk with you about your worst experiences at Brushy. The last 3 years have not been a cake walk for me either. Regardless of your opinion, Alexander County is better off VS the loss of the course. Next time you want to make a difference, invest in the community. I would like to discuss with you. I am sure you will help me make a better experience for you and others! Look forward to talking to whoever this is.**
- would love to eat more if it were a little quicker turn around **Please try us now!**
- excellent fine dining and exceptional golf course comparative to 5 star resorts **Thank you**
- Three par 5's on the back side is not right. Tee box on # 9 needs to be level. **Play any tee you wish. When we decide the best location for 9 tee we will move. The location it is not good and we know it.**
- The changes made over the past few years have been outstanding. The course has been great (except for losing the greens late this summer), otherwise it is better than most anyone's around here. **Thank you**
- Just like to see trash cans on every few holes & some really nice Tee markers added to the course. **Answered previously**
- The facilities are by far the best around here for a public course.
- We don't visit McLindon's. We use our membership for golf. **Why do you not support McLindon's? If you do not, I hope you support locally owned Alexander County restaurants.**
- Get the golf course in better shape with the greens put grass on the bare spots around the course I have not played the course much in the past 6 months, but each time I have there seems to be some problem. **We have less than 6000 sf of bare spots left on the course (inside cart path to tree line). Since you must not play very much, you are welcome for all the spots we have fixed the last 3 years. Hopefully, you will play soon. Greens are good, fast and firm. BTW, even with the 275,000 of water we use each night, the lack of rain is tough especially outside the cart paths. Not sure, but bet your yard has had a rough year too.**
- I only eat lunch but the burger special was def pre-made. **NOT TRUE. We order fresh hamburger several times each week from Mays Meats. We prepare each burger by hand individually including weighing. Please stop by anytime and we will be glad to show you.**
- Red head lady is ok but she doesn't know how to run a rest. Just up to you what you want and what you want to pay. Tough business. I'll give dinner a try. **Thanks. As information, Alexander County has a limited supply of culinary experience individuals willing to work. Most of our staff has and continues to be out of the county. The Red head is Debbie. Please give her a chance to impress you. She has me. Thanks for your input.**
- n/a
- I love Brushy and have been a member a long time. I would love to see 3-4 tournaments a year that are better than anywhere else around that everyone wants to play. **Me too!**
- The restaurant is OK. But I joined to play golf. Keep golf membership and rates fair to the area. **They are. We are returning to pre-purchase rates.**

- We are not Hickory Statesville or Senior. Yes, but our cost are the same to run our facility is the same. Just because we are in Alexander County course seed, chemicals, sod, fuel, equipment, etc costs the same as Hickory, Statesville and surrounding counties.
- With the new rate increase we may lose more members. That is a huge increase at one time. Let's discuss the rates to make sure we are on the same page. Call me.
- Remember this is Alexander County. KISS method works best here. KEEP IT SIMPLE STUPID!!! Excellent response for someone that does not believe Alexander County deserves better. 1. Do everything possible to make the course easier. We have and continue too. 2. Dumb down the restaurant with comfort food. Tough to do when folks have asked for more and we have plenty of comfort food in Taylorsville 3. Do these two things and you can put away your check book. Sounds like you are an expert. Please stop by and discuss. You may be interested in helping run or owning the course.
- Love the golfer special
- We live in another state but when we are in Taylorsville we eat there as often as we can and always enjoy.
- You need to consult with other courses on how to manage your greens i.e. glen oaks OK, Glen Oaks does very well. We have Dr. Kern's at NC State that has adopted us. He is working very close with Nick to make sure our greens improve and continue to.
- food service is too slow, most folks have 1 hour for lunch. Working on that and changes are moving forward.
- Baxter needs to learn a little humility as well, he comes off rather puffed up. If I offended you, I apologize.
- Its best when New York Deb is around. The entire atmosphere is better and it feels welcoming.
- Drop the Backpack and designer wear and your customer appeal may improve. Baxter was raised simple, by great parents if he gets back to his raising he may just make it. Thanks for saying that about my parents. Thanks for your input and would be happy to discuss how I can improve your experience, please call or stop by.
- would like to see different operating hours, if i come for lunch around 1:30, i feel i have to rush. overall Hours have changed until 5p Sunday to Wednesday and 9p on Thursday, Friday and Saturday.
- shape of course is great, have brought many friends, would recommend course to anyone
- 1. would like more 1 day tournaments. We will work on for 2017
- would like to be in church, this conflicts with church. Do not understand.
- have pre-made sandwiches at the turn for golfers We changed to daily lunch service until 5p to offer fresh and hot sandwiches. Please call from the course and sandwiches will be ready at the turn. Pay with credit card or member charge and it will be even faster.
- i have played golf here for 6 years. This place is like a 2nd home to me. i have met a lot of great people here and this is where i learned the game. i do not agree with some of the changes made but i just want to see the course grow financially. the staff did a great job of bringing the greens back, thank you to all that made it possible. the main issue i have had the entire time i have been a member is the bunkers. The bunkers before they were renovated just need more sand, some barely had any sand. the course needs more bunkers and more work done weekly to them.
- Ball washers 2 or 3 per side. Please use a towel. If you need one, we will get one for you. Many reasons ball washers are not on the course. If you would like to discuss, please see me. Thanks,

Most folks do not realize the cost of deep faced bunkers. Visit the surrounding courses during the summer rain storms! Check out the wash and water sitting in them. The cost benefit for all golf courses for large deep faced bunkers is staggering. Not just raking and trimming, but replenishing sand. As information, our bunkers take 3 hours to rake. The course I belong to in Florida, it takes

2 men each day with one hand raking and one on a sand pro. Also, the USGA has recommends reducing forced carries and hazards to promote golf for all ages. We are trying to compromise cost and playability. Raking bunkers would be nice to be done every day. Members can help! Rake just like they do on TV. The rakes in the traps are for players, not the course maintenance staff. Next time you are in a bunker rake it. Next time you are on the green, fix several ball marks. Golf is a gentleman's game and etiquette for fellow golfers, course and staff extents to everyone. Help us Help you enjoy Brushy Mountain!