



Mariners Afternoon

PRESENTED BY THE VOYAGEURS

Sunday, October 3rd
4:00 to 7:00 pm
Grosse Ile Airport



\$39 for Adults
Teens 12+ ~ \$25
Children under 12 are free

includes:

heavy hors d'oeuvres
cash premium bar
and
free raffle tickets for
2 flight experiences
Tours WWII combat aircraft
Art show by noted marine artists
Jim & Ben Clary
1940's Big Band music
dress snappy casual or 1940s



**Drawings for C-47 rides over Detroit
and one ride on a B-25 attack bomber**

Mingle with "GREAT GENERATIONS" Air Crew
Tour Historic WWII combat aircraft
**Meet the fight crews and crews who actually flew
during WWII**

Meet noted marine authors/artists Jim & Ben Clary

Sign up online at dyc.com or at the Reception Counter at
(313) 824-1200

Further information: Jim & Nancy Foran foranjn@earthlink.net
Midge Savage msave123@comcast.net

BAR & GRILL HOURS

Tuesday through Thursday

11:30 am - 9:00 pm

Friday & Saturday

11:30 am - 10 pm

Sunday

10 am - 9 pm

Breakfast Buffet

11 am - 2 pm

Starboard Haven Lounge

Tuesday through Thursday

11:30 am - 12:00 Midnight

Friday and Saturday

11:30 am - 2:00 am

Late Night Dining 11 pm-2 am

Sunday ~ Noon ~ 11:00 pm

Call for reservations (313) 824-1200 ext. 234

DYC MEMBER SURVEY RESULTS AND ACTION PLAN

BY MARK LIFTER, KELLI MURPHY & HOWARD RILEY

Thank you to all of the members of the DYC family that participated in the 2010 Member Survey. Approximately 350 survey responses were recorded and 2,700 individual comments were made. DYC members clearly are engaged and interested in providing feedback on their DYC experience!

As you know, the Survey was designed and conducted by member volunteers on the Member Advisory Task Force with the support and approval of the DYC Board and Commodores. Hundreds of hours of volunteer effort went into developing the survey as well as analyzing member responses and comments.

The stated survey objectives were to: (1) Enhance understanding of member satisfaction concerns and needs, (2) Obtain input on ideas and opportunities proposed by members over the last several months, as well as new suggestions submitted via the survey and, finally, (3) Provide actionable information that can be used by Club leaders, managers and Committees for strategy and planning.

The Survey covered a wide range of topics including overall Member satisfaction and specific satisfaction questions in the areas of Dining and Beverage, Special Events and Parties, Club Condition, Harbor and Boating, Swimming Pools, Other Services/Activities/Facilities and Communications. Member service enhancement ideas related to Indoor Club Spaces, Outdoor Spaces, Harbor Store, Business Use of the Club, Special Events and Enrichment Class Topics were also rated.

In addition, the Survey asked for feedback about membership retention and costs, attracting guests & members to the Club, and revenue and cost-reduction ideas. Important demographic information and opinions about by-laws and why members join and stay was also gathered.

All of this feedback and information will undoubtedly help Club managers and leaders develop strategies for DYC's future.

So, where to go from here... some possibilities:

- Identify priority or key areas for potential action,
- Communicate actions already underway that link to survey findings,
- Determine additional policy or practice changes we can and should make now and those that are recommended later or need further study, and/or
- Board to consider whether to ask Club Management, Standing Committee, and/or ad hoc "Survey Action Teams" (or some combination) to assist with implementation.

A presentation summarizing key 2010 Member Survey results will be available on the DYC website at www.dyc.com under Documents. Please review this information and consider how you can get involved in taking the next steps to contribute to the future of the DYC.

Contact Director Greg Nowak at gregorynowak1@gmail.com or (313) 300-6653 with any questions or comments.