



REAL-TIME MEMBER AND GUEST FEEDBACK SYSTEM

September 2022

BACKGROUND + THE NEED

Tahoe Donner's former real-time feedback system, Likemoji, went out of business in early 2022. The association has been seeking an effective way to gather large amounts of real-time feedback from its members and guests.

Without real-time feedback, it is difficult to make data-driven decisions that add the most value to the member experience.

GOAL

- To be able to **collect maximum member feedback** the quickest way possible in a way that is simple and hassle-free.
- To be able to **know if internal initiatives are making an impact** on the member experience
- **Identify opportunities for internal improvement**; positively impacting members, employees and the bottom line.





Mobile App



Real Time Alerts & Collaboration



API



Live Sharing

HAPPYORNOT AT TAHOE DONNER

UPDATE FROM LAST MEETING

- Received all machines and assembled for testing
- Staff administrators have completed the onboarding training and are building out backend setup
- **Next Steps: Staff training and go live for Food + Beverage**
- Followed by implementation of Trout Creek Rec Center and winter amenities
- **Ongoing:** Benchmark against ourselves and industry standards. Continually monitor to grow and serve the community better

QUESTIONS?