

Comments for Oak Hills Park Restaurant Survey (174 Comments)

1. We need something that is consistent in quality and service, focused on breakfast and lunch and a bar. Think Caffe Social in SONO, open for breakfast and lunch, closed for dinner, with bar available.
2. Restaurant will work if they welcome golfers with golf menu and pricing. Restaurant has high fixed costs. New owner must be given help. To help it golf staff must be welcomed and offered "meal deals" to get to know the staff & the food. This will encourage them to "talk up" the restaurant. Everybody at Oak Hills must have a better attitude about the restaurant in order for it to succeed.
3. Restaurant has to be able to attract non-golfers, i.e., spouses, partners, friends and others. Events, e.g., weddings etc., could be held on the back lawn, however parking should be a consideration during golf season. Special nights i.e., steak night, Italian night etc., could attract non golfers, if done well.
4. The previous operator, Joe (Clubhouse Grille) before this one finally got it right. The right menu, the right prices and a balance of golfers, tennis players versus outside events. Music happened during the weekend and the restaurant was jammed packed, the porch was packed and additional tables needed to be set up on the lawn! The vast majority of attendees were non-golfers!!! For some reason he was not renewed to bring in Dry Dock. The model can work but operators need time, the right staff takes time, the right model takes time because there are no quick fixes. The restaurant can work but Oak Hills needs to let the operators run the business. The vast majority of people, talk to them now, appreciate what Joe did for us.
5. Yes, it can ... stop making it a catering hall.
6. For question 8, I could not choose Chopped BBQ. I would prefer a restaurant that would serve pub type menu with some healthy choices, shareable or small plates. Quick serve, friendly staff. Open. The food choices were great, the staff friendly but the wait times were too long, and it was not open often.
7. Breakfast for early golfers, coffee, rolls, etc.
8. Take a look at the restaurant at Smith Richardson in Fairfield. It's a home run...that's what we need. After golfing Oak Hills we'd go there. Would be nice to stay and dine at Oak Hills. There is no incentive now to stay. The food is lousy. The service is lousy and it's not a welcoming atmosphere. Thank you for sending the survey.
9. I like the current vendor's restaurant but didn't think it was a great fit for the golf course. Design is very dark and feels out of place. I think a brighter interior would make more sense paired with all of the natural light and windows overlooking the golf course. The food was not bad, service and operating hours were unpredictable. That discouraged me from going because you never knew if it was going to be open or if they would be a server there
10. Restaurants work at other courses, why can't they work at OHP? Get a halfway house for cold sandwiches. The restaurant can handle hot food, mixed drinks, and sit-down meals after the rounds. Offer lower prices to golfers.

11. The restaurant needs to be consistent. They need to be open by 6:00am to offer coffee and breakfast sandwiches. If you go there one time and they're closed for breakfast you'll never take that chance again and stop for breakfast before you get there. Starting that business relationship with the golfers will lead to them going there after golf.
12. Have good service, reasonable prices, and be more golfer-friendly
13. Prefer a restaurant similar in style to Stamford's Brennan course, Fairchild Wheeler, or Smith Richardson as examples.
14. A Restaurant can definitely work. Quattro Pazzi was in that space for years and was hugely successful and it was such a great place to go to and sit out on the porch to have delicious food and a beautiful atmosphere. Whatever comes in that space in the near future needs to have proper management and tons of advertising. I live literally on the golf course and I never knew when there was going to be entertainment or if the restaurant/bar was even open.
15. At check-in be able to buy a draft + dog coupon for \$6.
16. I've been to the restaurant under numerous names. Smokin Aces was the only one that provided the very things you are asking about. I would golf, then go eat and listen to the bands that they brought in. Too bad it is going away. It seems as if the Oak Hills Association doesn't really want anything in that building.
17. Yes, a simple menu with a decent bar service indoor/outdoor will get me to use it more often as a 19th hole.
18. I don't think a restaurant will ever work there. The golfers are cheap and need to get home to their wives. The only thing I could see maybe working there is model similar to Zody's in Stamford, but my understanding is years ago they had a pub type offering there and the neighborhood complained. I would definitely use it when on the course, i.e., meaning beverage cart, halfway house and easy options for drinks and quick food at the restaurant. However minimal kitchen and wait staff required for that.
19. We've tried Oak Hills for drinks/dining periodically over the years without success. We dine out 3 times a week. IF Oak Hills ever "hit the mark", we'd use at least once per week. It seems to be too big/too much of an empty feeling. Not sure why that can't copy the success of Zody's in Stamford. Oak Hills Porch should be a gold mine. Service has been spotty every time we've visited. We've kind of given up on it. AND we live only 1.5 miles from Restaurant.
20. Entertainment is key to a successful restaurant operation at Oak Hills. It will draw other people besides golfers.
21. Every restaurant at OHP over the last 10 years has had extremely poor leadership and set-up. A restaurant can work but it needs collaboration not infighting.
22. I live within walking distance and would definitely support an O'Neills type operation all year round. To me, more golfers would stop by after a round too if it had that kind of ambience.
23. I would recommend a very focused small menu on bar food focused on quality over quantity; wings, burgers...etc. Most importantly, install golf simulators. Completely remove table service and

only have ordering/pick-up at the bar. Always have drink specials, pitchers, etc. If you install golf simulators the place would be packed when it rains, or during the winter to provide revenue when the course is not open.

24. A restaurant that is reliably open and reasonably priced could work!!
25. Yes, it can work. You need a BASIC menu, and it must be good. Cost can be comparable to any pub place in town, like Rory's. I ate at the new place once and it was horrible. If you can't put out a good burger, PACK IT IN. You will fail as I guess this one did. Glad it's gone. You should proactively reach out to Rory's. They will kill it. You also need a grab and go for breakfast.
26. I think the biggest failures of the past have been 1) no quick breakfast service; 2) inconsistent hours of operation at the club house restaurant; half way house; and beverage cart
27. The city should forgive the Mortgage as they did with the Maritime Center. If we had a Driving Range the Golf Course would make money and a food establishment would survive. The walking Trail does not bring in any money and is only used by a few people. When that was done it was the Case of the Squeaking Wheel Getting the Grease.
28. The only way it can work is if it appeals to patrons outside of golfers. Has to be a neighborhood restaurant and willing to market itself that way. For example: Zody's at Brennan in Stamford
29. I like the idea of a restaurant menu & a faster, cheaper bar menu (maybe both menus available on the porch) important that the halfway house has hours & servers to accommodate all tee times.
30. Location makes it a challenging location for a restaurant operator. Might want to consider re-arranging the room (moveable wall?) to create a golf customer restaurant and private event room. The volume of customers doesn't justify the size of the room. Smaller room would also make for a cozier atmosphere and/or less imposing to a smaller customer crowd. Quality of staff will ultimately determine the success of the operator but that is always a challenge in this region.
31. I liked the food service & personnel that Amar had prior to Smoking Aces
32. Vendor needs to market better. Any restaurant needs business outside golfers
33. Under foods that are preferred during playing time simple menus of sandwiches/salads/ burgers (beef, chicken, veg) is great - healthy pub. Perhaps a few more items added in the evening time to attract other people to events or enjoy the porch, but best not to bog down the "golfers menu." Diverse menu above does not mean a lot of choices, just a variety. Also, would like to see a "league menu" on Wednesdays with simple offerings of 3-4 items, perhaps rotating--would go a long way to keep people at the course because many go elsewhere. Service is key during the daytime, Smokin' Aces food was always good when I had it - but it was the service that deterred patrons. Also support from the restaurant for special events or seasonal themes would be nice to have - special day for the Masters; Opening League Day specials. I think a restaurant can work as there is a captive audience, but people need a reason to stay, good food/fast service, specials for golfers. One of the former restaurants was a bit formal (for me) for the day but we did have work dinners there because it was a fun setting. Use of that porch with a great view is underutilized and if spruced up could also enhance/attract as golfers see it coming and going. And may not bear

repeating, but hours/opening times that you can count on so you can make plans with your foursome, or others to stay and meet and know that you will find the restaurant open.

34. Be sure to have wheelchair accessible seating.
35. Night life and/or Driving Range
36. I think you need to offer good food at reasonable pricing. Additionally, the place must be managed properly and kept clean. This year I walked in at 12 noon and there was food still under one of the tables from the night before. I walked out and would not go back. I think you need to create a bar/sports type atmosphere. It will be difficult to do everything with 1 restaurant - fine dining, bar type and catering hall.
37. Try having the Authority run the restaurant. Hire a chef and serving team. Jim [Hollyday] should be able to manage them. I would be glad to be part of a group that thinks this thru and tries to figure out a way to make it happen.
38. The restaurant can work. If you have good service, good drinks, and moderately priced menu options (think: O'Neill's), the restaurant will be just fine.
39. Restaurant needs to be golfer friendly. More publicity on what kind of food is being served and the hours. Also, maybe a golf promotion of some sort of discount if you bring in your card or a card punch with a free beverage or appetizer after so many visits. Daily specials advertised at the starters shack to get people interested in eating there at the end of the day.

Service needs to be fast, accurate, and friendly. Prices need to be reasonable. Basically, bar food during the day. The men's and ladies' leagues are looking for a friendly place to gather and socialize after a round of golf. It's been a long time coming. Also, take down that dang Smoking Aces sign!!!

40. The restaurant was never open and the food at the outings is horrible
41. I believe that there are many things that need to improve for the restaurant to be successful at Oak Hills. Things like quality...food, service, ambiance...value instead of price. Broad appeal to different customer types...golfers, families, groups...give them reasons to regularly patronize the restaurant. Better lighting is another example of why you may be reluctant to patronize, or return, to the restaurant.

My business feedback would be that making a traditional restaurant successful will be extremely difficult...as history has already proved. Think differently...create a golfer-centric facility...simulators, exercise area (Yoga, Pilates, etc.), and light food service (if, at all). This is a formula that works, is easy to create and will appeal to golfers...including Women's and Men's Club Members and non-members. Glad to discuss in greater detail.

42. A restaurant CAN work, but it has to serve the needs of the golfers/park goers first and also be an interesting place for people in the neighbor.
43. Good quality food, clean, good service
44. Grab and go breakfast items with hot coffee. Grab and go lunch items. Pub food.

45. Good food, good service at a reasonable price.
46. Having a restaurant that has a diverse menu so when golfers finish, they can grab a bite and a beer or wine seems ideal.
47. Look at the 19th hole in Stamford at Brennan - they seem to have it figured out
48. Quality of food is important
49. Consistency is so important. They need to cater to the golfer and the neighborhood. There [are] many opportunities for marketing and getting people into the restaurant. Very important to run promotions and specials to drum up business. Friendly staff.
50. Consistent hours 6 am to 10 pm
51. Service was slow and food was average
52. I've always enjoyed eating at the restaurant, especially dining outside so I hope there is a way to find something that works there!
53. Be open! Good food, good service, reasonable prices
54. Fair pricing at the halfway house is crucial. If items are overpriced, I will not order anything out of spite because I feel I am getting ripped off.
55. Biggest issue - location is too inconvenient to expect the restaurant to operate as a standalone entity that non-park users could be expected to frequent; there's too many other options in town, and if people have to travel, they're not going out to the park for food/drinks. The possible exception being for something unique/interesting, which unfortunately then likely alienates the golfers that presumably make up the vast majority of potential customers. So ultimately you need to cater to the golfers.

On other courses, a relatively simple, pub-feeling restaurant tends to occur most often, probably because of the accessible food, service style, and atmosphere. Golfers want to be able to grab something quick before the round or sit for drinks and a bite afterwards. Getting non-golfers in will be tricky no matter what, especially in the offseason, so the idea of the indoor golf simulator is interesting as a potential offseason draw; you don't want it positioned as a distraction to the diners, but noticeable enough that potentially interested customers know it's there. Other recurring things like trivia can be good, but are a bit of a crap shoot, again due to the location. Avoid live music and karaoke; you'll lose more people than you'll draw. Not sure in what way fantasy sports could be a draw, but being outfitted for and positioning the space as a location for sports-watching is never a bad thing, at least not for the type of location that would seem to work best here.

The food doesn't need to be world class or the menu enormous, but rather both surprisingly diverse and surprisingly tasty. This can be achieved without having to go way off book, and a great example would be what The Blind Rhino has achieved in SoNo. It's a sports bar. You generally go for sports or as a night-time haunt. The menu is fairly slim but features sports bar standards as well as a handful of unexpected diverse options. And it just so happens the food is much better than

your average bar fare. The same can be said about their drink menu, which is why someone like me isn't going to rush out every weekend but will have no qualms about turning up when invited.

56. I would use the restaurant if it had consistent hours and good service
57. I've been coming to Oak Hills for 30 years, and I've only seen one restaurant venue that lasted more than two years. The restaurant attempts have always been an albatross around the Oak Hills Park authority.
58. Good lunch selection. Sandwiches, pizza, wraps, burgers. Look at menu at restaurant at Maple Moor golf course in Westchester for later finishers and general dining.
59. I feel a pub style restaurant with a tent set up for more formal events which will not interfere with the restaurant's regular operation. Add breakfast and grill at the halfway house and have beverage cart that can order and transport meals to golfers.

Restaurant should have basic menu items and items that can be shared like wings, calamari, pizza and other appetizers type food. Pitchers of beer should also be offered. Happy Hour menu and specials should also be offered daily.

60. A golf course restaurant needs revenue from private events to be profitable.
61. There needs to be a reason for people other than golfers to go out of their way and patronize the restaurant. At one time. I would meet friends just for lunch on the patio. Moderately priced, good food with fast/friendly service. I also attended several private events that were enjoyed by all. I do like the idea of one or two golf simulators in half of the space. Could generate interest in a league, winter lessons and more revenue in the off-season.
62. Quattro Pazzi was great and the guy after them but since then, the restaurant has been poor service and very bad food - Overall, the restaurant has been trashed.
63. Maybe offer golfer specials to help introduce people to the restaurant. 19th hole discount with scorecard?
64. While playing with other players, the regulars always complain about price. But regulars also probably don't eat at the course, so weigh their opinions cautiously.
65. Has to be open as golf rounds end, all day, every day thru dusk / sunset. Good quality sports bar food key, live music a serious plus. A fantastic sunset facing location and deck that needs marketing and promotion via Visit Norwalk or other newsletters. Stamford, 203 local, etc. Web site and digital media experience needs to rock.
66. It must be inviting to golfers after a round of golf
67. A prompt acknowledgement of one's presence and needs
68. Tried Smoking Aces twice. It was an awful experience both times. Bad service and bad food.
69. Ensure the halfway house is open. Too many times it was closed. Definitely have breakfast sandwiches available quickly

70. Extended hours of operation, (after 7 PM)
71. Good food, drink and good service is very important as a golfer. Love going to eat and drink after playing golf. Live close to the course and this USE TO be a great place to relax and enjoy dinner.
72. A restaurant can work, it will take time and regular hours. Winter hours maybe?
73. After a 4.5 hr. round of golf, I don't want to spend forever in the restaurant. Food that can be prepared fairly quickly, e.g., burger, hot dog, grilled cheese, a wrap with responsive service at a reasonable price...a low price solely will not get the vendor or the food, service we want
74. The correct restaurateur: We need a menu similar to THE NINETEENTH HOLE. A proven winner! The work staff that they bring in is most important. Thank you.
75. It's a hard location for restaurant, early opening for breakfast during golf season
76. We really like to sit on the porch and look at the view/course while our son has his lesson. It's a nice atmosphere, very relaxing; It's elevated so it's a great view. As for the restaurant, didn't think the food was very good. As for the course/club, would love to have a driving range, I would come a lot more often.
77. Yes, maybe discounts or promotions w golf receipts.
78. They need to have a few simple things on the menu- Burger, hot dogs, nachos. Inexpensive breakfast sandwiches and coffee. Quick service. Finally, they need to market it to golfers some way or other. I think halfway house is fine as it is.
79. Quality food at reasonable prices is most important. Reasonable variety of meats, salad and soups in a comfortable indoor and outdoor setting. TVs tuned to sports and financial/news stations is a draw.
80. 2 types of food required. Quick, easy, fast, healthy for the golfers who want in and out. Would love a mobile ordering process so I can order on 5 (a place where we sometimes stack up) and I can pick up a breakfast sandwich on my way to 7. The halfway house not having egg sandwiches, healthy choices, fresh perked coffee (Keurig takes too long) or hot water for tea is embarrassing. Maybe the restaurant can shuttle sandwiches up to the halfway house and if there is a mobile app, I can order on 7 or 11 and pick up after 9 or 13.

Then you want to attract non-golfers after hours and off season. Casual dining would be ideal. Maybe pub style as long as there are some diverse food choices.

Consistency is key! Can't have egg wraps and coffee sometimes b/c you miss that 1 or 2 times, I will ALWAYS bring my own because it's part of my routine. Beer at \$15 is crazy. I should not have to spend \$50+ for 4 beers. If they want anything else, it's getting close to \$90!

Have a coffee urn set on a timer for the morning and an accessible hot water cooler. With a simple camera and honor system, you can we code to pay for a cup of coffee or tea.

Code or key card access to the halfway house or a coffee room would be awesome for when people (staff) don't get there early enough during the week. Maybe a vending machine for bananas or chicken Caesar wraps which were made the evening before.

Balancing labor and ROI is important for any owner but creative use of technology, some honor system, monthly bill or per transaction charges, and vending machines can go a long way towards creating a positive experience.

81. Although I didn't go often, I did enjoy it when I did. I think most important is great food, so that people recommend it and want to come back. I used it once a year for a small golf outing and it was always wonderful.
82. Model [it] after other successful golf course restaurant like the 19th hole at Hubbard Heights. They have been there for decades.
83. Don't think a real restaurant can work. Tough location for non-golfers
84. You do not have the demographic for a restaurant--majority of your golfers (weekdays) are seniors--they are simply NOT going to drop 30.00 each after a round--moreover the course is not worth the 80.00 with a cart on weekends that would attract younger out of town demo--so at the end of the day you're stuck with the same old boys club that has been for there for decades. Residents and Seniors clearly can keep the course going--but will never support a Restaurant--you should realize this buy now--you guys have your eye on the wrong (golf) ball.
85. The poor operations at the restaurant over the years has trained me to bring my own lunch and beverage and not consider any halfway house options. Once in a while I will grab a beer with my group after a round - but rarely. The restaurant has been badly mismanaged (tortured actually) for so long that it could disappear tomorrow, and it wouldn't matter. If the building could be used for better purposes, the club should consider it and bring a food truck paid rental - change it up on a weekly basis.
86. This year the food & servers were good. Problem was getting food out & not being open. Prior years, we frequently came in after golf, eating lunch & talked about the game. It was a great bonding time.
87. Building rapport with the golfing community would enhance the restaurant experience. A price fixed "golfers" menu (ex. 1/2 sandwich and a salad) would attract golfers to have lunch after a round of golf. Working in cooperation with the golf leagues to assist in seasonal events would also go a long way in building rapport. The restaurant doesn't need to be fancy, just good food at reasonable prices, good service and a friendly welcome is what we need.
88. Make it affordable and taste good
89. Stay on the golfers' level. Burgers, fries, salads, reasonable priced meals. Nothing fancy. Halfway house is important. Burgers, hot dogs, sandwiches. Starting when the 1st tee time guys reach hole # 9. Even egg sandwiches.
90. Really only go there for wine after golf. Never ordered food
91. If there is an event, ensure outdoor dining area has heaters and possibly temporary enclosure akin to Sterling Farms restaurant

92. As of today, at least three, possibly four owners failed to make it work. I believe the entire building is too large. This area is blue collar. Most players arrive 5 minutes before tee-off and leave immediately after the round. I wish I had an answer, but I don't.
93. After watching several vendors rotate through the restaurant over the years, my conclusion is that the restaurant location is not mainstream enough to draw in enough patrons from outside the golf course to be sustainably profitable. The restaurant should be catered to fit the needs of the golf course patrons. Quick ballpark style food (hot dogs, burgers, fries, personal pizza, grilled cheese, etc.) needs to be available so golfers have time to get it before their scheduled tee time (or even while waiting for a backup on the 7th tee). If the halfway house can sell \$4 hot dogs, why can't the restaurant? Why do we have to sit down and wait 15 minutes for an \$18 salad?

Also, the scattered operating hours of the restaurant have become tiring. It is often closed when I play. They started serving breakfast early on weekend mornings but then the restaurant was closed when our rounds finished at 11 am. On several Sundays, we finished a round near noon and went to the restaurant to get drinks, only to find it was closed for a private event with no advanced warning. It's frustrating being an active member at Oak Hills and constantly feeling like there is never a place to grab a quick bite or drink with your friends after a round.

The beverage cart is almost never working at the hours I play. I don't know if I would purchase more concessions from it or not.

I do think the halfway house has a decent selection of food for a quick stop, but it could use better snacks. Let them sell the fresh homemade brownies!

The 19th holes at Brennan in Stamford and Wheeler in Fairfield have been successful for years. What do they do right that we don't?

94. A decently run, moderately priced pub could be sustained at OHP. I have been to many public courses around the country that have this type of restaurant and have been successful. We don't need a fancy place with \$18 beers. I was raised on burgers, wings, and pitchers of beer at the 19th hole.
95. The restaurant should be open from 7AM to 3PM. The menu should include breakfast/brunch and lunch food. This would allow golfers to arrive early and get coffee or breakfast, and then gather at the end of a round. (The last restaurant didn't open until 11AM, so it missed the morning crowd.) Fairchild Wheeler has a good set-up, though it's in poor shape. In the winter months, when the golf course experiences frost delays, the restaurant would be a place to go and sit out the delay. The halfway house is good as it is. IMHO, given the isolated location of the restaurant, it is unlikely to attract a regular crowd of people who are not there for golf. PS: I give you credit for asking for input.
96. Advertising, good food, Advertising, good service, Advertising, good atmosphere, and Advertising.
97. Regarding question #9, it is not that you have to sit on the porch, so much as the service is terrible every time there is a private event. You are ignored and they don't have the servers and kitchen to do both.

98. Restaurant should be Golf Themed with affordable food and drink options. During the season the restaurant should be more accommodating to the Golfers. Perhaps special pricing when showing their round ticket (i.e. 10% off or a discounted first drink), this would encourage golfers to come in.
99. I would like a quick inexpensive option days after golf and finer dining experience evenings
100. Outreach to the community (mailings, clipper magazine, etc.) offering specials such as a free appetizer with a meal. Happy Hour with music, lunch and dinner specials, taco tuesdays, trivia nights. Lots of community outreach. The current restaurant is the best run in many years. OHPA must help to support the restaurant. The City of Norwalk must also help to support the restaurant, lower the rent and promote the restaurant on social media and the city website. The same with OHPA. HELP WITH PROMOTING this city gem.
101. Place has never catered to the golfers!
102. A casual dining restaurant with a nice room to host events would be a nice addition to our town and golf course. As a former catering manager, people were always looking for outside/inside spaces for smaller sized events (under 100) and that's a perfect place to create one!
103. The right branding. A golf-y name. Fair pricing and lunch menu.
104. It could with good consistent food and promotion.
105. Simple bar food
106. Share your surveys with prospective new tenants
107. A small business owner needs a lease that allows for a profit margin. The city would benefit by having something that attracts more people. The course is very seasonal and weather dependent. Help someone by promoting the business and growing off season opportunities. Perhaps to be used as a meeting place for organizations ranging from Trout Unlimited to political parties, to fundraisers, just as examples. The approach needs to be a win/win approach for ALL Parties.
108. Being able to host weddings and large events is crucial
109. Free easy parking
110. I think we should have a very nice restaurant for sit down, but also has the capability to make quick burgers if you're in a rush
111. I really hope you all are NOT considering changing restaurant vendors!!! Smoking Aces has been great and the food is fantastic!!! They do a great job great service and I have done an event there and it was Top Notch!!!
112. Love the location but service is always slow and food always takes forever. You need to improve both things for me to come back.
113. I think that all the previous restaurants have missed the most important point which is making the atmosphere attractive...i.e.: the restaurants are too open not conducive to enjoying your meal. I would suggest booths, etc., maybe walls to separate dining from the bar...bar tables and dining tables.

114. Food Truck? Operators are geared for survival and are quite entrepreneurial. Look at the Spacecat Brewing model?
115. I think using the model of Richter Park restaurant in Danbury may be helpful.
116. Breakfast!!! More affordable pricing.
117. I have only been to the location in recent years for our high school reunion, Easter brunch, and our DAR luncheon in the Spring. I have never been to it as a restaurant, but maybe would if I knew what was there.
118. The hours of the restaurant are extremely important. You should be able to get a breakfast sandwich before golf and lunch or dinner afterwards. Also, most golfers would stop in for a beverage after their round if the pricing was more affordable.
119. I don't think a restaurant will ever work there. It's just a bad location.
120. Make the restaurant a part of the men's group "dues". We play on a very nice country club. Have all of us spend \$30/month as a start.
121. Quattro Pazzi was relatively successful. They provided breakfast and lunch options for outings. We were able to get juice, coffee, tea and pastries served buffet style on the porch before an event started. They would be open for lunch at players' expense. There were other issues with QP, but they operated with the golfers in mind.
122. The course desperately needs a driving range. Will fund itself in 12 months similar to sterling farms
123. Fast, attentive service; simple food offerings
124. Whichever vendor takes over the restaurant space, they need to be open when the course is open...I should be able to get a fresh breakfast sandwich and coffee before my round...the restaurant and course need to be on the same schedule
125. Fast, inexpensive snacks, beer, "bar food" items served in a convivial setting.
126. Restaurant is dark and looks like a bar - it should have a golf and tennis atmosphere inviting to all ages for lunch and menu items that are healthy, quick and appetizer-like with a golfers menu. The current place is not open or friendly and I did not eat there this season as a result. If a venue for private events is planned - hold these at night away from the golfer and tennis players. closing during the day and mornings is not serving the community.
127. Keep it simple. Cater to the golfers. Open for breakfast!
128. My opinion - Pub style grill room/bar is what a golfer wants. Restaurant with proper management and vision could work. The potential is there for the right investor.
129. When 2 beers cost about \$20, including tip, I'll pass on going to the restaurant.
130. The beverage cart should not include the first six holes as part of its course. A beverage cart might consider parking on the 15th tee. Perhaps a beer stand on the 18th green would work too. Mobile ordering for course delivery or snack house s/b considered. Restaurant needs to market itself, be

open when the golfers are there in the morning, use 1st tee stand perhaps. Restaurant needs to be part of the outing experience as a natural. The tennis courts need to be included in the thinking for a new vendor.

131. I remember many years ago when it was Quattro Pazzi, it was delicious food and always packed. Many of the customers never even played golf that ate there!
132. It should work. Other public golf courses in the area have a viable restaurant. It's a great option to have lunch after a golf game with the other members. It provides a social atmosphere to meet people and to get to know them better. The food should be good and fresh. The chef's passion for cooking and for serving people should be his/her focus. The restaurant's pulse is govern by the chef. He or she also can create specials to entice different customers. Good food does not have to be elaborate nor expensive.
133. Reasonably happy with the 1/2way house. The main problem is it's not open enough. They need to make sure it's open more often. - The restaurant was acceptable, good bar and beer was good. Service was poor and that definitely impacted my choice of restaurant. Also, my wife is picky and likes more salads and healthy type options for dinner.
134. Have we considered leasing to someone with prior golf course food and beverage experience (or someone willing to learn what works best in a golf course setting)?
135. Would like a good cup of coffee and egg sandwich options early morning; and also, a nice cold beer and wings/burger, etc. after golf; and a good quick bite option at the halfway house. All at a reasonable cost for Golfers.
136. You should do members' membership numbers - basically have credit throughout the season and grab something quick and put it on my number. Also for men's league players, you should do 10% off first beer
137. I understand catering and can live with the porch, but the service was terrible when that happened. There were numerous times we went for a beer/food only to be told about a private event. We tried the porch a couple times but could barely get someone to wait on us.
138. Variety and timely accessibility with good service make a difference. Prices should reflect a public establishment not a high-end place.
139. Reasonably priced. Good food
140. A comfortable atmosphere that people actually want to spend time in.
141. Moderate pricing, good food, nice portions and attentive service
142. During the day, A place for an outdoor BBQ for quick Burger / Dogs. Summer specials in the evening - Music / BBQ / Steak, Ribs, & Chicken - Operator needs enough patrons to attract better help.
143. Tailor the restaurant and food options to cater to the applicable audience. The halfway house is leaving much to be desired as far as food, prices, and actually opening the facility in a timely manner.

144. While we are only occasional golfers, we are locals that love to pop over for drinks and food while sitting on that lovely, covered porch overlooking your beautiful course, but the food lately has been subpar. As a result, we stopped bringing our visiting guests there. I want to be able to order a fresh entree salad with protein options like steak, chicken & salmon along with healthy guacamole with chips & veggies or a tasty pizza. Also, for non-alcoholic beer please consider carrying national award-winning Milford based Athletic Brewing Company as many local restaurants now carry this excellent NA brand.
145. Yes, for Breakfast and lunch until 3-ish. Quick service, good help, fast food items
146. Answers to the first question may be misleading because visitation requires the restaurant to be open. Many times, they were closed so you could not visit it, and the times they did open were sporadic so one never knew when/if they were open.
147. Yes, could definitely work.
148. Happy hours. Bring in business use e-mail to promote themed dinners with special entrees maybe wine tasting or beer flights. Host singles evening tennis with restaurant catering or restaurant seating. Attract 25 to 50-year-old tennis crowd. Host shotgun golf followed by dinner. Sell all in one pricing.
149. I think that price is important to make this work. Also, people have to know the restaurant will be open.
150. I only went once with a group of 20 woman. The last few women coming in never got their food after 30 min and cancelled their order as the rest of the woman were leaving. I think if the lunch started at the same time for all of the woman it might have worked. The kitchen seemed overwhelmed with the size of the group. My sandwich was fine.
151. Simple food like \$14 burgers reasonable prices for food and beverages
152. My opinion: you are on the golf course, you must open before people check in, good number of players that play [do] early golf. They are losing a lot of money. FYI, you are in the food business, food preparation, starts at 3 AM for example, Dunkin Donuts they open at 5 AM. I'm just saying. Best
153. What is the primary reason past restaurants fail ????????????
154. A restaurant can definitely work. It needs to be open. Too many times in the morning or even 11:00 am it's closed. It'd be nice to see drink prices more reasonable. And start advertising to draw non-golfers. How about a golf league during the week? 9 holes and then cocktails.
155. Needs fast and smart service
156. Allow Norwalk residents to have first choice when making tee times. Pushing long time golfers away does not make it feel like a friendly atmosphere. We used to know everyone that worked and played there.
157. The Restaurant and or halfway house seemed not to be open when I could buy. I do play on the early side.

- 158. The restaurant is too slow. The staff is good, but there are too few taking orders and preparing meals.
- 159. Trying to serve 2 distinct groups, golfers and the general public. I stopped going up for dinner w/the family because they would close early or have a special event. Drive all the way up to be turned away, got very old quickly.
- 160. It seems like all the other golf courses can sustain a restaurant. I don't fully buy into the notion that Norwalk golfers are too cheap to stay and eat or won't purchase food and drinks while playing.

The restaurant has not had enough of a consistent presence (reliable open and closing times), and/or having the wrong types of food(s) that appeal to both the on course (quick food order) and the post round socializing food. Simple, reasonably priced, pub food seems to be the way many other golf courses maintain a regular clientele. That's not necessarily the same food that a golfer wants to order at the turn around — that food needs to be served immediately and has to be course friendly. That's a different menu, but it doesn't mean that hot dogs and hamburgers or sandwiches (on course food), can't also be on the pub menu. More than anything, it's both consistency and serving food that is appropriate for this location. Serve the food that playing golfers want to have at the turn, and also what the post-round golfer, or after work stop-in for a drink and order some food at the bar/restaurant diner wants to order.

OHP is not the anomaly for all golf courses in the world that can't sustain a restaurant. The right combination of management, appropriate food types/prices and consistency of hours, and more recently, seating availability has been lacking. The restaurant is in a great location with a built-in clientele that has great potential. Thank you for seeking out my observations.

- 161. The restaurant should be golfer-friendly and inviting. Also, a system that incentivizes golfers who spend money to play the course a lot should be put in place. I.e., for every five rounds played, receive a \$50 credit to the restaurant. Or free drink card to be used at the restaurant bar after the round (same day only). This would drive more golfers to the restaurant rather than have a beer in the parking lot or go to another nearby establishment.
- 162. Good service, good simple food choices, varied draft beer offerings, moderate pricing, and it can work. Fine dining, trying to be fancy with matching pricing will not. Happy hour drinks and specials will bring people in.
- 163. Beverage cart is not important as long as Halfway House is open. A good Pub style restaurant is good for quick-ish burger, meal and beer prior to or after round of golf.
- 164. History shows this course cannot support a restaurant--forget it--before anyone does anything go ask Smith Richardson why they are "killing It". Ok I'll tell you--great course priced right for non-residents. NON-Residents will use the Restaurant, NOT residents
- 165. The restaurant operator, before the current one, provided ideal service and should have been kept. The person(s) responsible for not renewing him should have no say in who the next operator will be.
- 166. Keep it simple

167. I recommend the course and support the restaurant. The sports activity and restaurant should work together like other public courses.
168. Food QUALITY matters as much as service. I wouldn't bother with a restaurant serving food that tastes like loads of fat and salt were used to cover up the poor quality of fish/meat etc. Just have fewer options—plain and simple—but make them good.
169. Restaurant can work if it appeals to golfers, tennis and neighborhood. It needs a menu that appeals to all with friendly reliable staff and steady hours of service. Events that can help during off season are wine & liquor tastings paired with cigar events, brunch specials and golf simulator bays with food & drink service.
170. Has been problematic since day 1 when it opened. Each concessionaire had issues and the structure of making the restaurant pay for the building has never worked, as limited cash flow. Too out of the way for dinner especially in winter, menu selections always iffy for dinner. Better to stick to grab and go, healthy breakfast or lunch like wraps and rent out the space for parties or catered events. Why would any concessionaire want to work there?
171. Bridal/Baby showers seemed to be popular. Bring back live music on Friday and/or Saturday starting at 7pm, like the operator before Smokin' Aces. Retirement parties too. Let's face it, the place has always been changing and not for the better over the past 35 years!
172. Need Welcoming Lights at entrance and up to restaurant if operating during non-golfing hours. Most people outside of golf don't know it's there and the Golfers who do know, don't go there because slow and not really a golfers' vibe. When it was Quatro Pazzi it had great food. Why can't anyone align to other course sets ups - Fairchild, Smith, Orange Hills, Whitney.
173. Many times, my husband and friends stopped in to get a bite and no one was around.
174. Sell combo golf and restaurant tickets?