

Turn Member Feedback Into Meaningful Action

A comprehensive feedback and analytics solution for clubs

Overall experience score

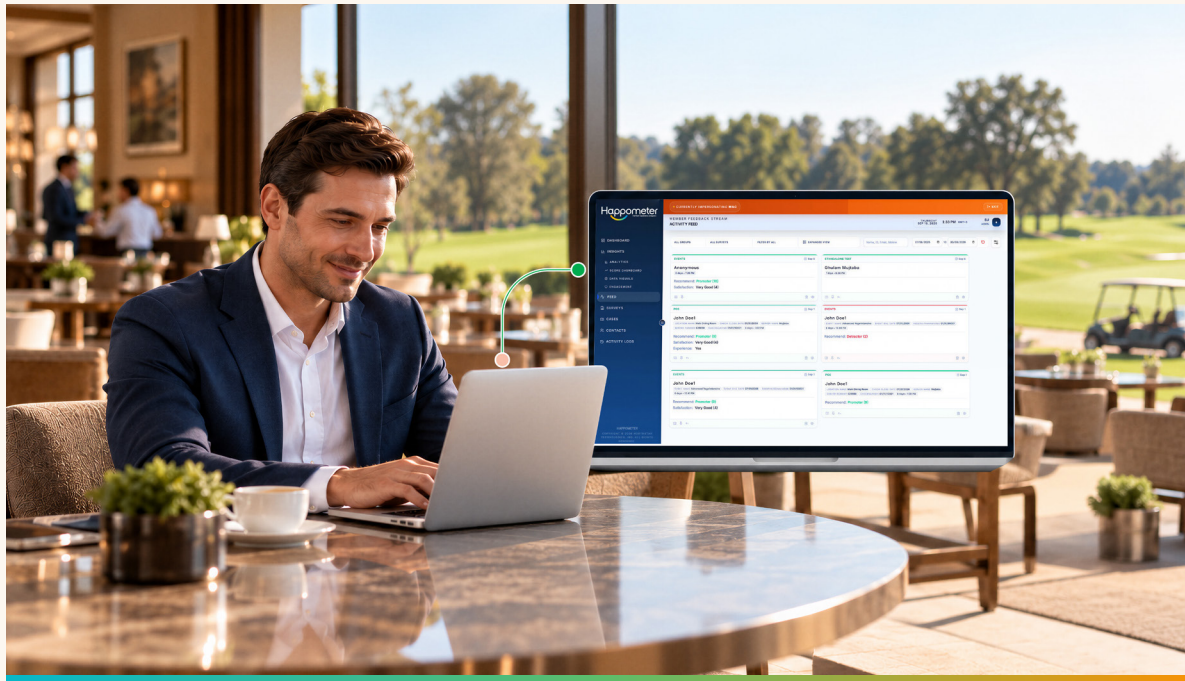
92.4

↑ 8.6% this month



Feedback Connected Across the Club

Happometer brings survey creation, targeted delivery, response management, and analytics into one platform.



● Target

Happometer brings survey creation, targeted delivery, response management, and analytics into one platform.

● Deliver

Trigger surveys from Northstar transactions or send standalone campaigns on a defined schedule.

● Respond

Notify teams when important feedback arrives and manage follow-up from the activity feed.

● Analyze

Monitor NPS, CSAT, Experience scores, and Sentiment trends through real-time reporting.

One Connected Feedback Flow

Member Experience → Happometer → Response → Follow-Up → Insight

From the initial experience to the resulting feedback, every stage is managed within one platform.

Reach the Right Members

Happometer gives clubs precise control over who receives a survey, what they see, and when it is delivered.



Target the Audience

Create survey triggers using conditions such as:

Location Name | Item Name | Customer Type | Server Name | Revenue Area

Target feedback to specific interactions instead of sending the same survey to everyone.



Trigger the Survey

- **Integrated Surveys**

Automatically trigger surveys from transaction events in Northstar.

- **Standalone Surveys**

Send list-based campaigns manually or through a defined schedule.



Personalize the Survey

Dynamic skip logic changes the survey path based on previous answers, allowing irrelevant questions to be skipped and relevant questions to appear.



Control Delivery

Schedule surveys by specific dates and times, recurring cadences, or custom intervals. Add a defined delay between an experience and the survey, or use randomized sampling to control survey volume.



Manage Frequency

Set global or survey-level rules to prevent duplicate or excessive survey requests.



Turn Feedback Into Insight

Happometer helps teams act on important responses while giving leadership a real-time view of member sentiment.



Respond When It Matters

Set notifications for positive or negative responses so the appropriate team knows when feedback requires attention.



Follow Up Efficiently

Map response templates to defined conditions or respond directly from the activity feed using Quick Reply or a custom message.



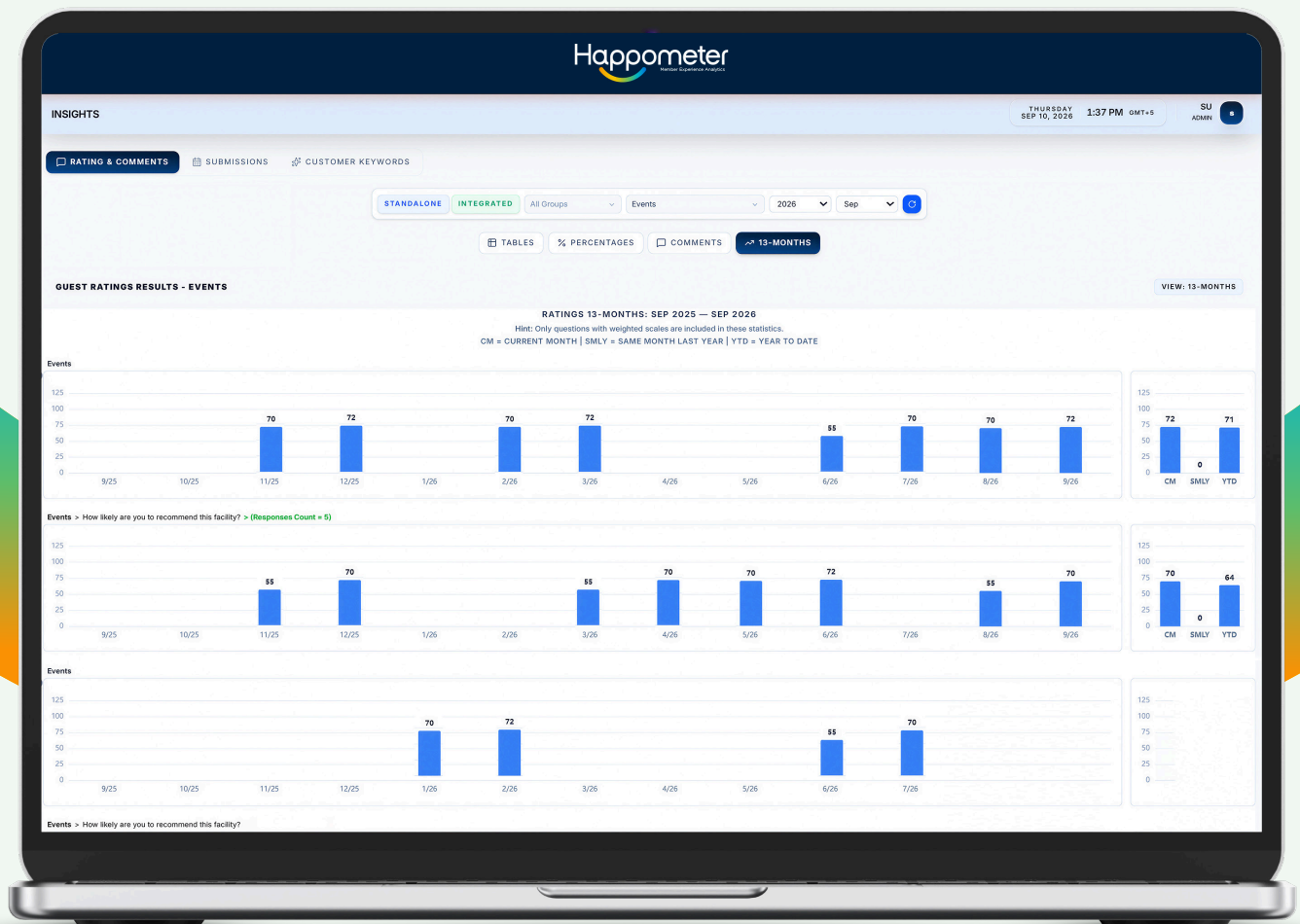
See the Numbers

Track **NPS**, **CSAT**, and **Experience** scores as feedback arrives.



See the Trends

Use dynamic charts and visual reporting to monitor sentiment and identify changes over time.



Built for Your Club

Happometer gives clubs the flexibility to manage feedback programs, contacts, branding, and access from one platform.



Connected to Northstar

Capture automated feedback across **POS, tee times, rooms, and events**, using the experiences already recorded in Northstar.



Designed for Your Brand

Customize survey backgrounds, colors, buttons, text, banners, and other visual elements. Preview the experience across mobile and desktop before sending.



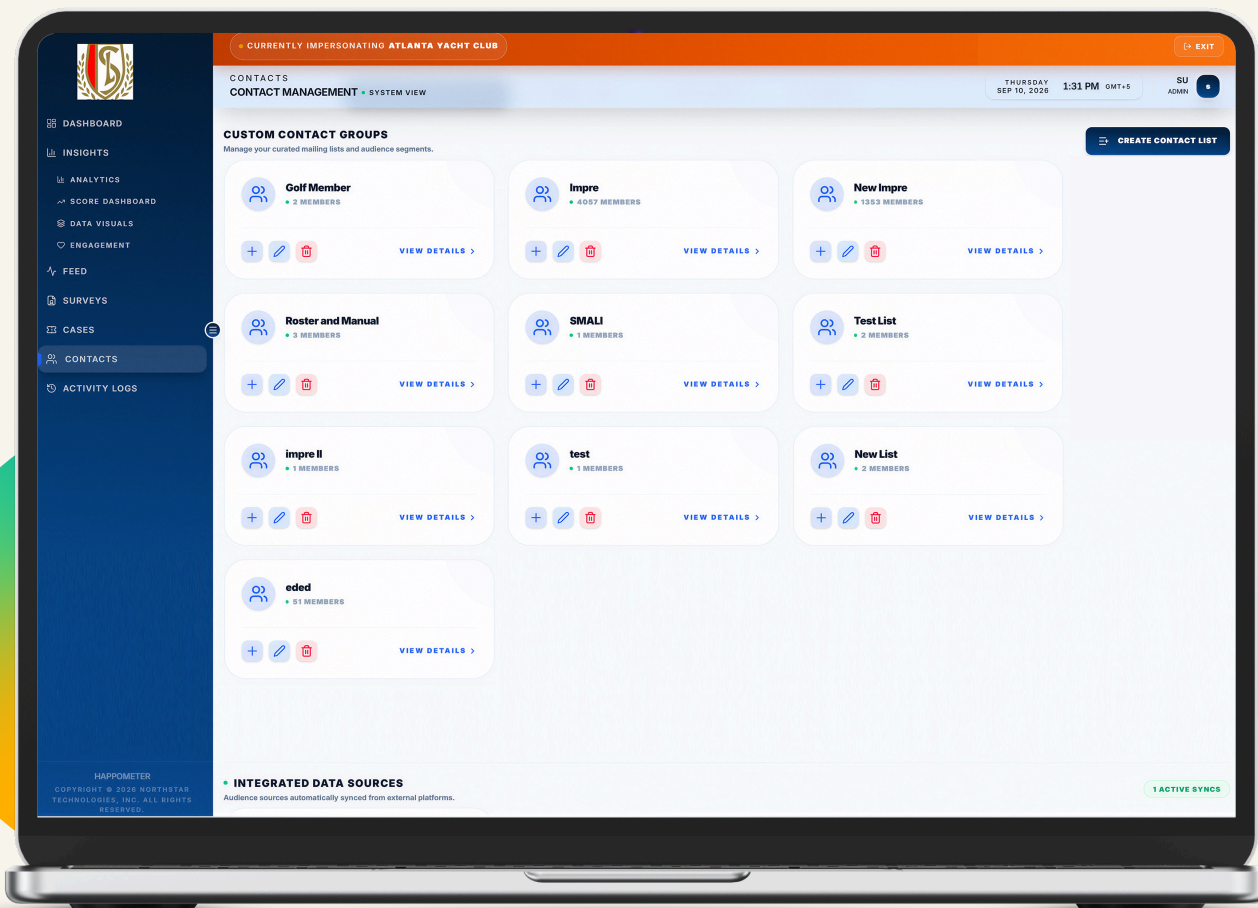
Manage Your Contacts

Sync member rosters from Northstar, create targeted contact lists, distinguish manually uploaded and API-synced contacts, and manage a global unsubscribe list.



Control Access

Assign role-based permissions across **Tenant Admin, Survey Manager, and Data Analyst** roles.





Make Every Member Voice Count

Happometer gives your club the tools to collect relevant feedback, respond to members, and understand sentiment across the experiences that matter



Upgrade Today

www.globalnorthstar.com