

# Members survey

... your chance to get involved!



Banks o'Dee is interested in identifying the good and the bad points you encounter in your dealings with us. Having this valuable feedback is important to us and will really help us to clearly identify what you like and what you don't, and will help us to serve you better in the future. Please take a few moments to complete this questionnaire, answering all the questions and giving comments when possible.

1. How did you first hear about Banks o'Dee?

Friend  
 Leaflet  
 Other  
 Newspaper ad  
 Banner / Sign  
 Yellow Pages  
 Website

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2. What was important to you when making your decision on joining Banks o'Dee as opposed to other clubs?

Close to home  
 Close to work  
 Other  
 Price  
 Reputation  
 Range of facilities  
 Quality of facilities

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3. What was the main reason you joined the club?

Improve fitness  
 Lose weight  
 Other  
 Gain weight  
 Remain healthy  
 Relaxation

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4. Do you feel you were given enough information on the clubs range of products/services/facilities when you joined?

Yes  
 No

5. How would you like to receive future information on whats happening in and around the club?

Newsletter  
 SMS text  
 Other  
 E-mail  
 Info Provided in club  
 Website

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6. How would you rate your introductory experience to the club? (i.e enrolment and initial 6 weeks of membership)

Good  
 SoSo  
 Excellent  
 Needs definite improvement  
 Poor

7. How could we improve the new members introductory experience and make joining the club more enjoyable?

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8. What facility/service/product currently not on offer would you like to see introduced at the club in the future?

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9. Please rate the following club services facilities.

**9.1 – Reception**

	Needs improvement	Poor	SoSo	Good	Excellent
Presentation of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment on any aspect of Reception

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**9.2 – Fitness**

	Needs improvement	Poor	SoSo	Good	Excellent
Presentation of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visibility (there when you need them)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range & Quality Of equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment on any aspect of Fitness.

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**9.3 – Group exercise**

	Needs improvement	Poor	SoSo	Good	Excellent
Standard of teaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment on any aspect of group exercise.

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9.4 – Is there any member of staff that you feel has gone that extra mile to provide you with excellent service and make your visits more enjoyable?

If there is please tell us

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