

**Member Satisfaction Survey – September 2024**



We recently sent out a member satisfaction survey. Thank-you to all those who took part, your comments are very important to us and we will use them to try and improve the facilities and services further. Below we have listed some of your key comments and noted our proposed action.

<b>Your Comments / Notes</b>	<b>Our Reply / Action</b>
Have a big stopwatch on the wall by the battle ropes	Coming Soon... This is one of many developments we will look into the potential of over the coming months. We are also upgrading the MYZONE Technology which will allow for more use of the in-club screen timers
Equipment is not fixed quickly	The main equipment manufacturer Precor no longer stocks part in the UK, there is therefore a much longer turnaround time for repairs when parts are needed. Our turnaround times have been much quicker since we changed service contractor but they are also hindered by supply issues.
Too many social media posts	We have reviewed our social media schedule and planning. We have reduced post per platform by approx. 50% and are looking to expand the number of different platforms we communicate through. This will be monitored over the coming months to analyse the effectiveness & impact.
Need an App – class booking system is terrible And have annoying e-mails afterwards	This is something that 3d leisure have looked into, but due to the nature of the business structure and different brands/clubs this is impractical or too expensive. *You can select/deselect your contact preferences in member management or ask a member of staff to switch off your e-mail preference, this will mean you would no longer receive any club e-mail communications through the automated e-mails in gladstone.
Would like to see a survey specifically aimed at classes	We have QR codes around the club that provide 4 various options to provide continuous feedback from our members and customers. We have also now surveyed our classes members and this has had a big influence on the new January/Winter Class Timetable.

The survey was emailed out to all members who we have a current email address for. If you did not receive the survey and would like to be included next time then please hand your current email address in to reception\*