

Here at Westside we are interested in finding out what you really think about the clubs facilities and service. We are keen to identify the "good the bad and the ugly" in relation to all your dealings with us and also finding out what your biggest frustrations are during your club visits if you have any.

Having your valuable comments will really help us to serve you better in the future ...the constructive feedback...ideas...and suggestions received, will be used to help us make informed decisions regarding enhancing and improving the facilities and service for the benefit of all club members.

Please take a few moments to complete the "Questionnaire" answering all the questions and giving comment where you feel necessary ...your views are important to us... Thank you for taking the time.

1. HOW DID YOU FIRST HEAR ABOUT WESTSIDE?

- Friend Newspaper Ad Yellow Pages
 Leaflet Banner/Sign Website
 Other

2. WHAT WAS IMPORTANT TO YOU WHEN MAKING YOUR DECISION ON JOINING WESTSIDE AS OPPOSED TO OTHER CLUBS?

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

3. WHAT WAS THE MAIN REASON YOU JOINED THE CLUB?

- Improve fitness Gain weight Relaxation
 Lose weight Remain healthy Other

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 WHAT'S HAPPENING IN AND AROUND THE CLUB?

- Newsletter E-Mail Website
 SMS Text Info provided in Club
 Other

6. HOW COULD WE IMPROVE THE NEW MEMBERS INTRODUCTORY EXPERIENCE AND MAKE JOINING THE CLUB MORE ENJOYABLE?

7. WHAT FACILITY/SERVICE/PRODUCT CURRENTLY NOT ON OFFER WOULD YOU LIKE TO SEE INTRODUCED AT THE CLUB IN THE FUTURE?

8. PLEASE RATE THE FOLLOWING CLUB SERVICES/FACILITIES.

8.1 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.

8.2 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.

8.3 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.

8.4 BodyMatters SPA

	NEEDS IMPROVEMENT	POOR	SoSo	GOOD	EXCELLENT
Presentation of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism 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"/>
Range of Treatments	<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"/>
Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment on any aspect of Spa.

8.5 CRECHE

	NEEDS IMPROVEMENT	POOR	SoSo	GOOD	EXCELLENT
Presentation of staff	<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"/>
Ease of booking	<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 Creche.

8. PLEASE RATE THE FOLLOWING CLUB SERVICES FACILITIES.

8.6 LOCKER ROOMS

NEEDS IMPROVEMENT POOR SoSo GOOD EXCELLENT

Availability of lockers

Cleanliness

Please comment on any aspect of Locker Rooms.

8.7 SAUNA/STEAM ROOM/SHOWERS

NEEDS IMPROVEMENT POOR SoSo GOOD EXCELLENT

Cleanliness

Temperature

Serviceability

Please comment on any aspect of Sauna/Steam Room/ Showers.

9. HOW DO YOU RATE THE FOLLOWING?

9.1 OPENING HOURS

Satisfactory Unsatisfactory
 If unsatisfactory please comment

9.2 CAR PARKING

Satisfactory Unsatisfactory
 If unsatisfactory please comment

9.3 WORKOUT MUSIC

Satisfactory Unsatisfactory
 If unsatisfactory please comment

9.4 CLEANLINESS OF CLUB OVERALL

Satisfactory Unsatisfactory
 If unsatisfactory please comment

10. HOW DO YOU RATE THE CLUBS RESPONSIVENESS TO MAINTENANCE AND REPAIR TO EQUIPMENT AND FACILITIES

NEEDS IMPROVEMENT POOR SoSo GOOD EXCELLENT

11. WHAT IS YOUR BIGGEST FRUSTRATION IN YOUR DEALINGS WITH US?!

12. PLEASE STATE HOW HAPPY YOU ARE AT THE CLUB AT THE MOMENT

VERY UNHAPPY UNHAPPY
 SO SO HAPPY
 VERY HAPPY

13. ARE CLUB SOCIAL EVENTS IMPORTANT TO YOU?

Yes No

IF YES, WHAT TYPE OF FUTURE EVENTS WOULD YOU LIKE TO SEE ORGANISED

14. WOULD YOU RECOMMEND THE CLUB TO A FRIEND?

Yes No

15. IN RETURN FOR RECOMMENDING A FRIEND WHO JOINS THE CLUB. WHAT GIFT WOULD YOU PREFER TO RECEIVE?

Voucher for Club services
 Discounted Membership Dues
 Theatre, Cinema tickets
 Money
 Other

16. IF YOU HAVE ANY OTHER COMMENTS OR SUGGESTIONS ABOUT THE CLUB PLEASE LET US KNOW.

Thank You for taking part in the "Members Survey" The data will be collated and the results published in the club in the near future.

Members name (optional) _____

If you would like to add any personal comment or suggestion regarding any of the facilities or services offered by Westside feel free to:

Tel: 01780 40651, Email: info@westsideclub.demon.co.uk, Fax: 01780 480, Comment Card or

Write to Club Manager Duncan McSporran at Westside, West Street, Stamford, Lincs, PE9 2PN