

Member's Satisfaction Survey

In an effort to improve your experience and the level of service you receive each and every time you visit Lords, we would appreciate it if you would take a few moments to complete this survey.

1. What is your primary reason for choosing to use Lords?

(Please tick one box only).

- A. Facility location
- B. Membership prices and options
- C. Range of facilities and amenities available
- D. Cleanliness and condition of the facilities
- E. Friendly members and staff

2. What type of membership do you have?

(Please tick under your membership type).

Visit Card			Day Membership					Full Membership				
20	50	100	1 mth	3 mth	6 mth	12 mth	Direct Debit	1 mth	3 mth	6 mth	12 mth	Direct Debit

3. How often do you utilise facilities at Lords? (Please tick).

More than once a day	Daily	3 x Per Week	5 x Per Week	Weekly	Fortnightly	Monthly

4. Using the scale below, please rate your overall satisfaction with the facilities at Lords. (Please tick).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable
	5	4	3	2	1	
Gym & Equipment						
Pool / Spa						
Group Fitness Studios & Equipment						
Toilets & Changerooms						
Crèche						
Café						

5. (a) Please record the area of Lords that you utilise most often (pool, gym, group fitness, cafe, crèche):

- (b) Using the scale below please rate your level of satisfaction for this area.

(Please tick).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Availability of equipment and space.					
Maintenance and cleanliness.					
Equipment is in good working order.					
Air Conditioning/cooling / heating					
Accessibility/availability of disabled facilities.					

6. Using the scale below please rate your satisfaction with the level of customer service provided in each area. (Please tick).

A. Front Reception	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Staff are knowledgeable and prompt in answering enquiries.					
Staff are friendly, attentive and greet customers with a smile.					
Staff are efficient when checking in (ie. scanning cards, providing keys).					

B. Membership Officers	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Officers are knowledgeable and prompt in answering					

enquiries.					
Officers are friendly, attentive and greet customers with a smile.					
Officers listen, are approachable and provide personalised service.					
Officers process membership enquiries quickly and efficiently.					

C. Gym Instructors & Personal Trainers	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Trainers are knowledgeable & prompt in answering enquiries.					

Trainers are friendly, attentive and greet customers with a smile.					
Trainers listen, are approachable and provide personalised service.					

D. Group Fitness Instructors	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Instructors are clear professional & knowledgeable.					
Instructors are friendly, attentive and greet customers with a smile.					
Instructors are approachable & happy to offer support and advice.					

7. (a) Did you take advantage of the free gym induction and personalised exercise program Lords offers upon joining? (Please circle).

YES NO

(b) If YES, please use the table below to rate your level of satisfaction with the induction process. (Please tick).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
My health and fitness goals were discussed and evaluated.					
The program developed suited my level of fitness and targeted my goals.					
The Gym Instructor took time to demonstrate the exercises and techniques.					
Follow up and support was provided to assist me in achieving my goals.					

8. If Lords offered health and fitness seminars exclusive for members, which topics would most appeal to you?

- A. Nutrition and weight loss.
- B. Myth vs Fact... The truth about fitness
- C. Advanced lifting techniques in the gym.
- D. Other. Please specify; _____

9. (a) Do you ever hire any of the sports courts at Lords (ie tennis, squash, basketball)? (Please circle).

YES NO

(b) If YES, which courts do you use? (Please tick).

- A. Tennis
- B. Squash
- C. Basketball

(c) How often do you hire the sports courts? (Please tick).

Weekly	Fortnightly	Monthly	Quarterly	Annually

10. Using the table below, please rate your level of satisfaction with the services provided in the Lords Cafe. (Please tick).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Staff are friendly and greet customers with a smile.					
The cost of food and beverages.					
The range of food and beverages available.					
Cleanliness and presentation.					

11. Using the table below, please rate your level of satisfaction with the services provided in the Lords Creche. (Please tick).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
	5	4	3	2	1
Staff are friendly and greet customers with a smile.					
The level of care and attention provided.					
The range of toys and activities available.					
Cleanliness and presentation.					

12. How would you best like Lords to communicate information to you?
(Please tick).

Direct Mail	Email	In person	Phone	SMS	Website

13. (a) On a scale of 1 to 10, how likely are you to recommend the programs and service provided at Lords to your friends and colleagues? (Please circle).

Not at all ←————→ Most likely

1	2	3	4	5	6	7	8	9	10
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(b) If you have indicated a rating of 8 or below, what is the most important improvement that would enable you to rate us closer to 10?

14. Please feel free to write down any other suggestions you have that may make your Lords experience an even better one.

Optional Information (please complete if entering into the prize draw)

Name: _____

Suburb: _____

Phone: _____

Email: _____

**Thank you for taking the time to complete this survey.
If you would like to be entered into the prize draw for a chance to win a FREE 3 MONTH MEMBERSHIP THEN PLEASE ENSURE THIS SURVEY IS RETURNED TO LORDS BY MARCH 1st.**

If returning by post: Lords, 3 Price Street, Subiaco, WA 6008
If returning by hand: please give to reception