



MEMBER SURVEY

DATE: _____

HOW LONG HAVE YOU BEEN A MEMBER?

WHAT ATTRACTED YOU TO JOIN JUPITER FITNESS CENTER?

HAVE WE MET YOUR EXPECTATIONS? IF NOT, WHY NOT?

IF YOU OWNED THE FITNESS CENTER, WHAT WOULD BE THE FIRST THING THAT YOU WOULD DO TO IMPROVE THE CENTER?

WHAT OTHER AREAS OF OUR CENTER NEED IMPROVEMENT?

WHAT EQUIPMENT DO YOU USE THE MOST?

WHAT PIECE OF EQUIPMENT WOULD YOU LIKE TO SEE US PURCHASE?

DO YOU USE THE AEROBICS/GROUP FITNESS CLASSES OR SPIN CLASSES? IF SO, WHICH ONES? WHAT DAYS AND TIMES?

IS THE CENTER CLEAN? IF NOT, WHAT AREAS NEED MORE ATTENTION?

IS THE STAFF RESPONSIVE TO YOUR NEEDS? IF NOT, WHAT CAN WE DO TO IMPROVE?

DO YOU FEEL THAT YOU ARE GETTING A GOOD VALUE FOR THE MONEY?

WHAT SERVICES WOULD YOU LIKE TO SEE US OFFER THAT WE DON'T OFFER NOW?

WHEN YOUR RENEWAL COMES, WILL YOU RENEW? IF NOT, WHY NOT?

WHAT WOULD IT TAKE FOR YOU TO REFER A NEW MEMBER TO OUR FITNESS CENTER?

DO YOU THINK OUR PRICE POINT ON MEMBERSHIP IS TOO HIGH, LOW, OR JUST RIGHT?

DO YOU VIEW OUR POLICY REQUIRING MEMBERS TO BRING TOWELS AS TOO STRICT?

WE APPRECIATE YOU TAKING THE TIME TO FILL OUT THIS SURVEY. WE ALSO HOPE TO IMPROVE OUR CENTER AND MEET YOUR EXPECTATIONS.

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