

Survey Results and Solutions. This is part 18 of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website www.clubsofmarlborough.org by clicking on the "About" page.

The first seven issues dealt direct with the percentage results of the various questions asked in the survey but for the remainder of this series I will be reporting on the many numerous suggestions that members freely made about the entire Club operation and what, if any, action will be taken.

Fitness Centre. This aspect of our Clubs operation attracted a reasonable amount of suggestions and criticisms but when you read through the individual replies it becomes obvious that COMMUNICATION as normal is the biggest problem, with many taking the opportunity to provide a multitude of criticisms that in reality are their personal "excuses" for not wanting to exercise.

As I have with all other aspects of our Survey Results I have passed all feedback on to the respective Managers for comment and input into any resolve as it is important that where we can we all play a part in improving on what we provide so the following responses to **ALL** Fitness Centre Survey replies have been supplied by Rebecca, our Fitness Centre Manager, but the key message that I have got from this (part 18) and from previous responses to mainly catering queries is COMMUNICATION.

So, if you have a particular fitness requirement, ask, and you will receive, a personal response at the very least. As noted above, the following responses are from our Fitness Centre Manager Rebecca, who is passionate about our Club and our Members wellbeing and would be only too happy to talk with you direct about your Fitness Centre requirements.

Equipment broken and not fixed timely – Marty (Maintenance Man) always fixes things within a few days sourcing appropriate materials as soon as he can (Treadmills did take longer to fix as needed specialist).

Equipment and machines need to be cleaned better and not by – Some people do mention and say why are we the instructors cleaning, it is time consuming and in down time we clean the gear and dust it all every week, the treadmills and bikes are cleaned usually twice a week, will look at getting small tools or brushes to get into small places.

Advertise when instructors there as when attend 7-8.30 or 6-8am they are not – Time table has been put on notice board.

Disabled members want to attend but don't know what can be offered? – People need to approach us individually as everybody's needs are different and we need to discuss and physically find out what is appropriate for that client.

Instructors not helpful not follow up programme - we try to target all members to see how programmes are going. Some people have their programmes changed every six weeks other people are happy to go for longer, it is up to the individual when they feel they would like a change as some people come in six times a week and others only twice a week. Notices are up on the wall also stating if you want a new programme to ask, we also put it on a moveable notice board and place it around so everyone sees it.

Advertise Casual visit and price – This is also on our notice board so everybody can see it and in the brochure.

Advertise what can offer i.e. rehab for hospital patients/ACC – This is usually done through your health provider Doctor/ Physio etc. again all people are individual and we have to analyse them and their situation to sort out appropriate exercises.

Want Bootcamp – We have classes appropriate for all age groups and work to give options for all levels of fitness. Bootcamp classes were trialled and not as many members came, so we do incorporate the same exercises into our circuit classes.

Music too loud and not appropriate – The music is changed throughout the day and we have it running through the computer with songs ranging from the sixties to recent music, we also have the choice of radio or the tv music station, again everybody is different in what their music choices are

and we have some who like the music louder to move to, and others who have hearing aids and want it quiet, please use your own devices and bring your own music if you don't like what is playing.

Don't know where gym is or cost, need better signage – Club has put signage up or ask at reception.

Lack of interest from instructors, lack of follow up from instructors and lack of supervision – As above people are taken through programmes and given opportunity to change whenever needed. If people want one on one instruction they will have to pay for personal training. Everybody wants a cheap option but aren't willing to step forward and pay any extra for services. All other gyms have charges for classes and use personal trainers for programmes in which you must pay for. Supervision -The gym could be covered for all hours it is open but then we would be paying out wages for instructors to be doing nothing just in case one or two people may come in?

If instructor not there due to sickness then need to be replaced for class members should not have to take class or miss out – instances do occur on the odd occasion, if members are happy to continue to exercise in a group without the instructor then that is a choice we all get to make. (Do not get mixed up with the class that runs on Wednesday night just because that group of people want to work out together although there is no class scheduled for that time, they choose to come in and motivate each other).

No follow up after initial consultation: they are not interested in customers - We explain to each customer not to get stale or bored and to change their programme regularly, some come regularly others not as much, so again it is individual time change. (we now write on their programmes when they are due for a new one).

Need instructors available – how do you book to see them? There is a sign on wall telling when instructors are in, otherwise these people can phone or pop in.

Need instructors to be friendly, walking about not on computer or phone – talking to all customers has been implemented, we have to use computer for programme writing. Have implemented a no cell phone/facebook during working.

Need to advertise better gym hours and instructor's hours how to book them etc. Have put a notice on notice board.

Gym old and unsafe equipment – Some of the gear may be old but it is all in safe working condition and is checked regularly.

Prices increasing to other gyms but not offer the same service – We are the cheapest in town and the other gyms all have hidden costs from paying for individual programmes and paying for classes, paying to put memberships on hold and paying for cancellation fees when you are in a contract. (people don't know about asking the right questions when they join up at facilities). If not happy we all have choices to go somewhere else.

Not go to gym because: intimidating, too old, can't afford it, lack of time, shift work, demanding job, no time, poor health, don't like gyms, too far to travel, live out of town, better service and machines elsewhere, old equipment, equipment not repaired – All individual excuses.

Need follow up of usefulness of exercises, extend them, monitor technique - the exercises wouldn't be given if they weren't useful and we will approach people if technique is wrong some people however constantly revert back to their old ways.

Offer more classes and advertise better i.e yoga, mature classes over 65 stretch as current too challenging. - more classes means less people come to other classes and spread themselves out, which also means the instructors have to physically work more taking classes (which we only get paid hourly rate as other places pay \$40 plus per class that instructors take. Classes are designed and options given for all ages (is it just the individual who may not like sweating or trying too hard, people need to be pushed to get results if not willing to put in the effort they blame the instructor).

Want weight loss programme to help with weight watchers – Individual programmes are given to all clients to help with their goals.

Want better music i.e Brian FM – Cannot pick up this radio station in the gym (Bring own device)!

Want casual rates for day use and how pay at night when no one in? Reception is open till 6pm, instructors in till after 7pm four nights per week. casual users should become members after trialling, or pop in to pay the next day as they shouldn't be able to access the gym after instructor has left for the day unless they are coming in with a current member in the back door???

Have concession card for casual use and those living out of town – we could do this but the people will have to have individual sessions signed off each time they come in by reception or instructor and they wouldn't have access through the door as their membership card wouldn't allow them in (which would become a problem as then they couldn't access over the weekend etc).

Want walking group – There are free walking groups in the community – have tried this before and everyone walks at different paces and instructor has to go back to collect slow people and fast people don't want to wait for slower, best to find a friend to walk with.

Want spin classes – we incorporate spin with our circuit classes, would need to have a charge if we were to hold spin as wear and tear on bikes and costs to fix.

Want yoga – Yoga is a specialised class and intense training has to be undertaken to take these classes (that is why there is a charge of \$15 to \$20 per class at yoga studios around town).

Want 65+ classes – All ages come to stretch & flex and circuit classes (our oldest is 87), it is up to the individual to what they feel comfortable doing as options are given to cater for those who are more flexible or fitter.

Want tai chi – as above with yoga, tai chi is a specialised class and intense training has to be undertaken to take these classes.

Advertise classes better i.e. lunch time circuit – Class timetable is on noticeboard and in brochure.

Lee Davis
Chief Executive Officer