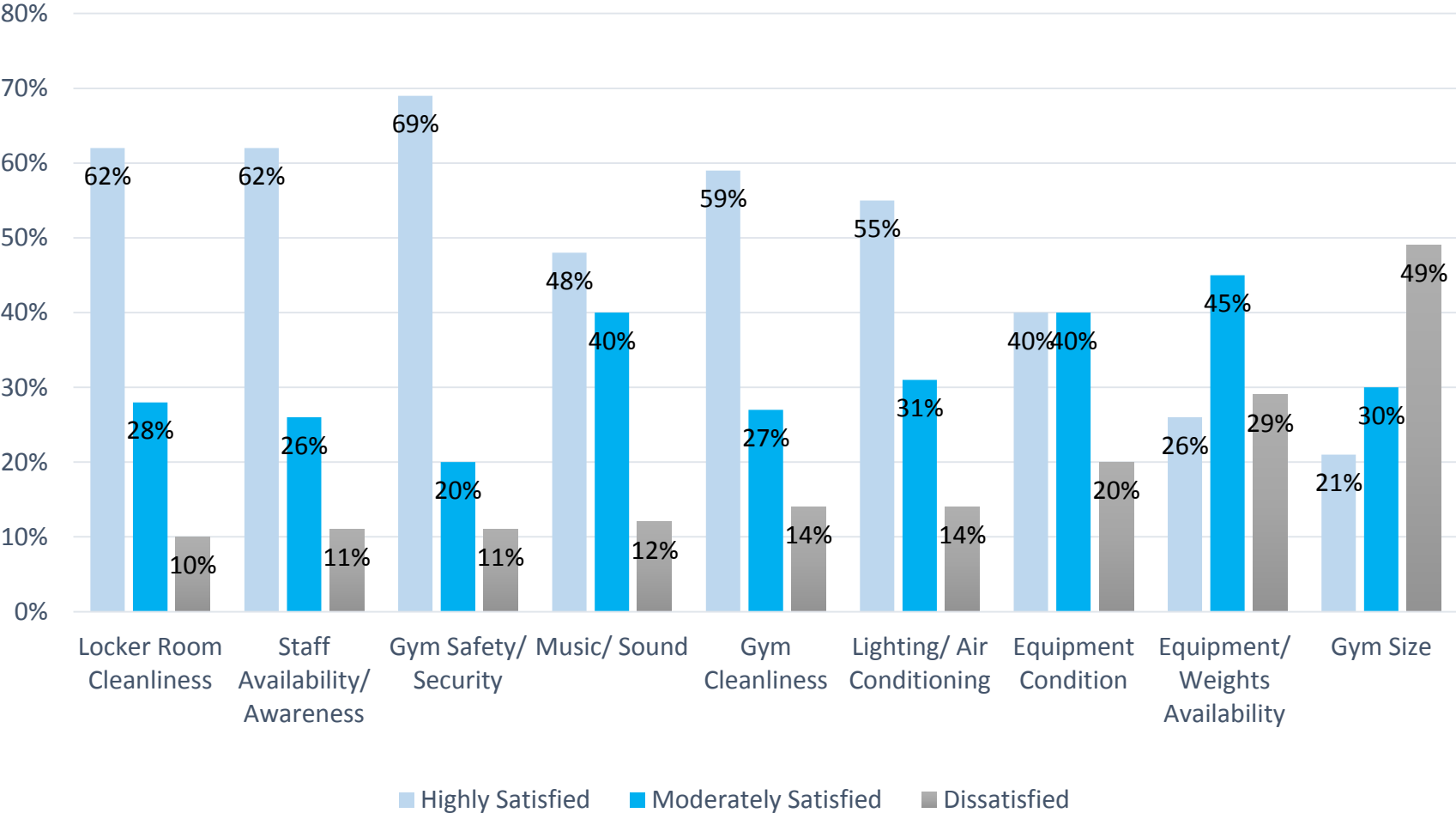


SURVEY 2018

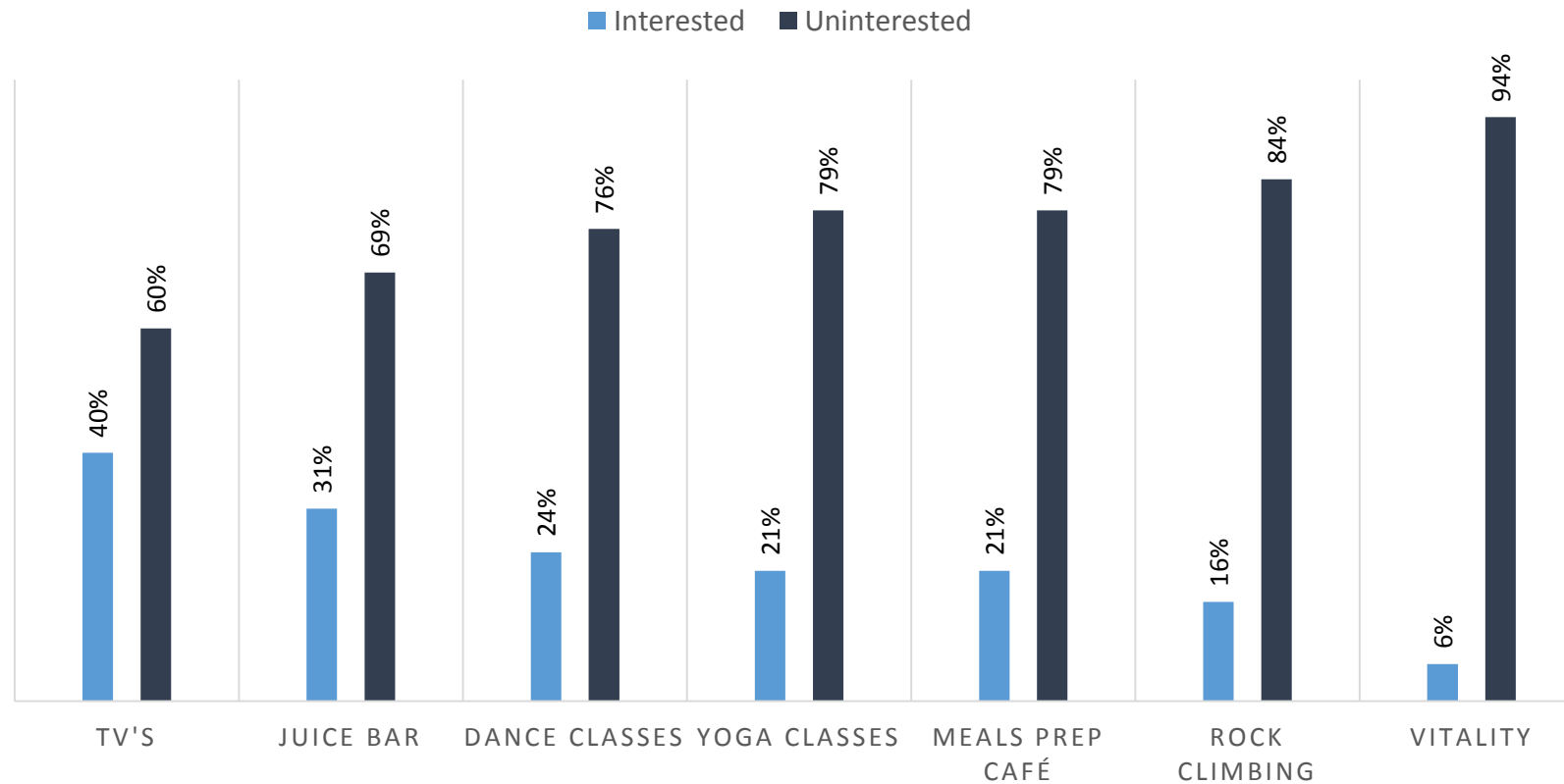
- We used a questionnaire with 4 major questions to get information from our clients and to give us some feedback on our service and the facility.
- The questionnaires were handed out on the 16th of April 2018 and it ended on the 3rd of June 2018.
- We managed to have 80 participants for our questionnaires.

Operations and Facilities

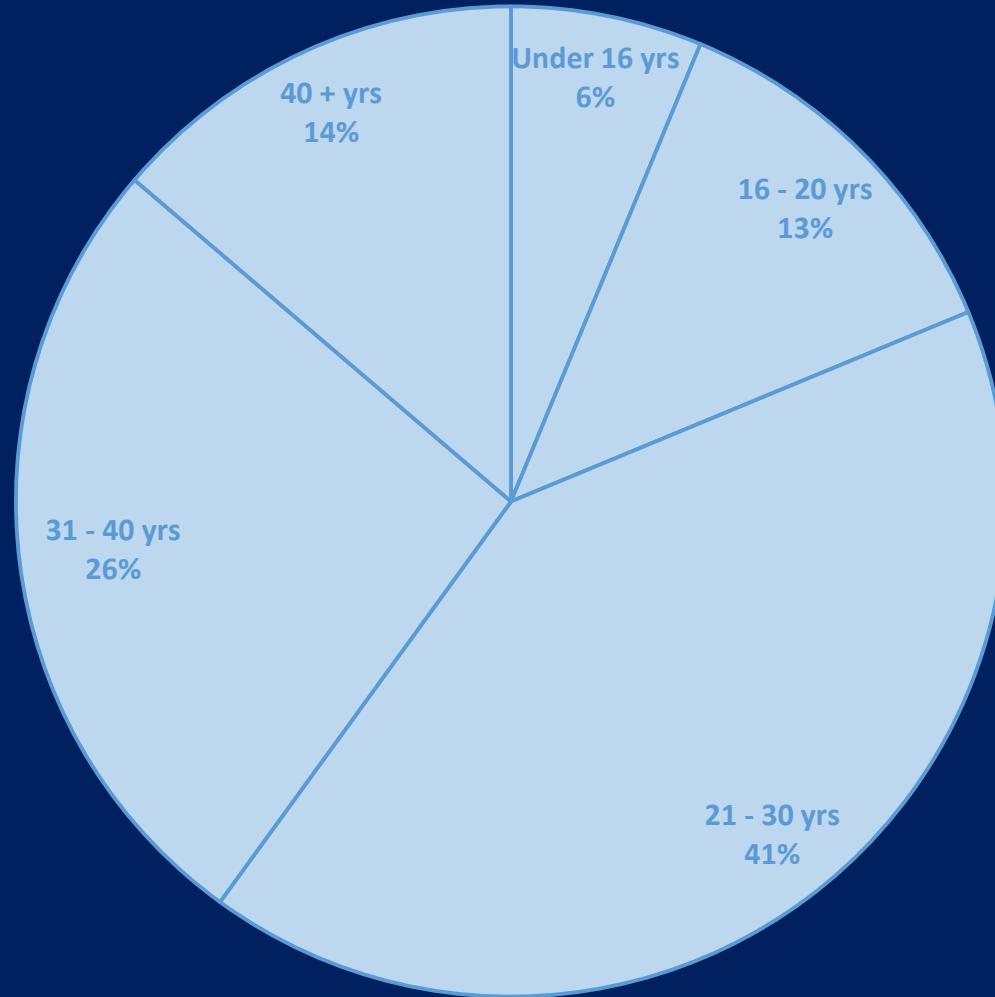
Levels of satisfaction



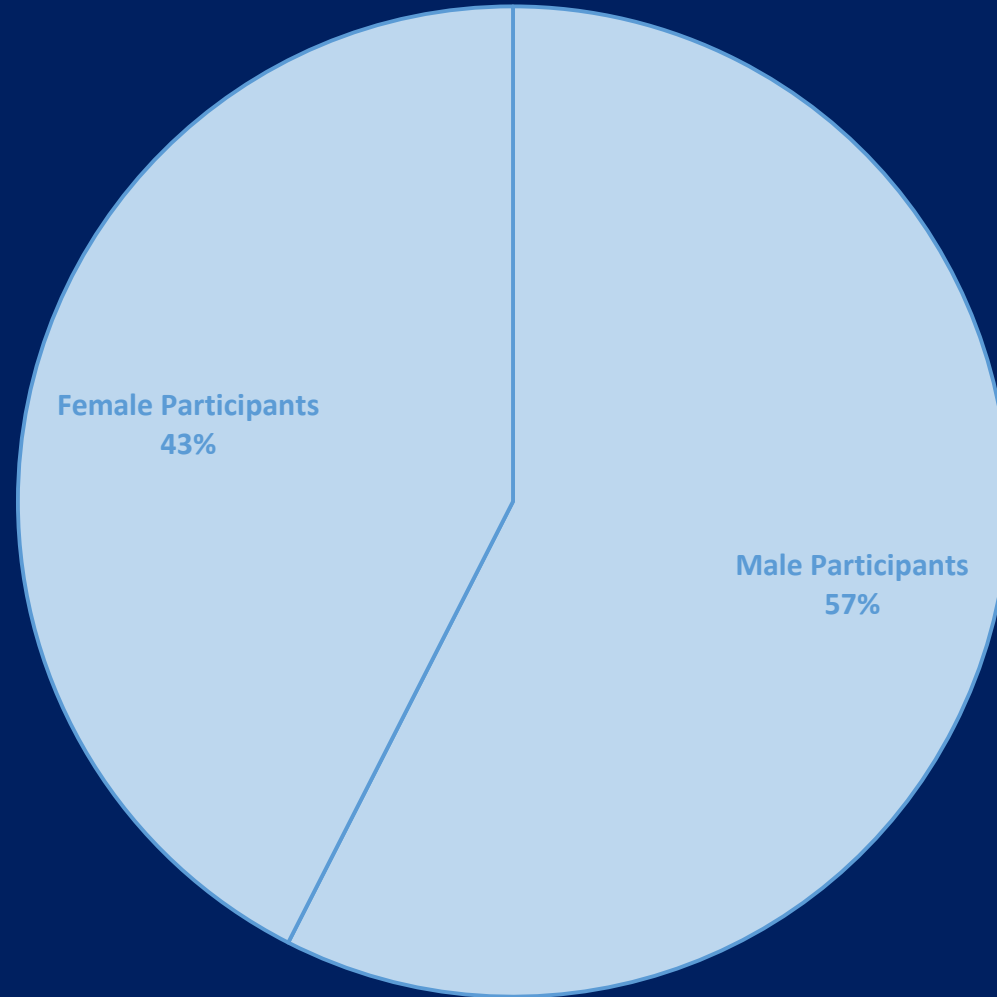
Services that participants are interested in



PARTICIPANTS: AGE



PARTICIPANTS: GENDER



Suggestions and concerns regarding:

Supplements
Animal
NutriTech
Evox
Optimum Nutrition
Sportmax
SSN
USN

Gym Equipment
Hack Squat
Sissy Squat
Loose Weights + Dumbbells + Clamps
Bars + EZ-bars
Calves Machine
Donkey kickback Machine
Squat and Power Racks
Stair Climber
Aerobic: Stretch bands, balls, steps
Kettlebells
Back Machine
Lateral Pull Down Machine
Battle rope

Indoor Sports
Cricket
Hockey
Boxing/ MMA
Netball
Basketball
Rugby

Other
Validity
Boot camp classes
Steam room
Abs. classes

Suggestions & Concerns:

- Service is overall rated well – can improve, especially in morning hours with the early clients.
- Some comments were made about the studio, fridges in foyer and bathrooms cleanliness – cleaners not available in the afternoon/ evening to assist with such problems.
- New uniforms were implemented, therefore staff can be identified and are able to dress appropriately.
- A lot of complaints regarding the size of the gym and a lot of interest in new equipment/ supplement brands/ facilities. (As listed above)

Conclusion:

- More attention will be given to the cleanliness of the gym and other facilities.
- Expand gym and other facilities.
- Install new equipment and more weights.
- Overall Satisfaction: Highly Satisfied 49%
Moderately Satisfied 32%
Dissatisfied 19%