

Our members are our #1 priority and we aim to provide a high level of service for overall customer satisfaction.

Please take a few moments to complete our Customer Satisfaction Survey to help us plan and prepare for future programs and services at Oneida Family Fitness and Adventures.

Yaw^ko!

1. How many days per week do you visit Oneida Family Fitness?

- ☐ 5+ times per week
- ☐ 4 times per week
- ☐ 3 times per week
- ☐ 1- 2 times per week
- ☐ I do not attend

If you do not attend, why not?

2. I visit Oneida Family Fitness primarily for? Select all that apply:

- ☐ Fitness classes
- ☐ Train for a sport/event
- ☐ Weight management
- ☐ Medical reasons
- ☐ Maintain my physical condition
- ☐ Meet people and socialize
- ☐ Martial Art programming
- ☐ Adventure programming
- ☐ Other

Other (please specify)

* 3. How do you rate our staff and customer service?

	Excellent	Average	Needs Improvement	Poor
Select the response that describes your overall impression.	☐	☐	☐	☐

Is there a particular staff member(s) that makes your visit more enjoyable? Add any additional comments.

4. What is your overall rating for programs & services offered at Oneida Family Fitness?

	Excellent	Average	Needs Improvement	Poor	N/A
Cardio Equipment	☐	☐	☐	☐	☐
Strength Equip / Free Weights	☐	☐	☐	☐	☐
Group Fitness classes	☐	☐	☐	☐	☐
Personal Training	☐	☐	☐	☐	☐
Martial Art programs	☐	☐	☐	☐	☐
Adventure programs	☐	☐	☐	☐	☐
Diabetic program	☐	☐	☐	☐	☐
Amenities (massage chair, locker rooms, pro shop, vending, towel rental)	☐	☐	☐	☐	☐

Additional Comments

5. What best motivates you to keep active at Oneida Family Fitness? Select all that apply.

- ☐ Member Challenges / Incentives
- ☐ Group Fitness Classes
- ☐ Staff
- ☐ Other, please specify

6. What do you like MOST about Oneida Family Fitness? Select all that apply.

- ☐ Atmosphere
- ☐ Gym
- ☐ Track
- ☐ Cleanliness
- ☐ Hours
- ☐ Martial Art Programs
- ☐ Equipment
- ☐ Location
- ☐ Adventure Programs
- ☐ Group Fitness classes
- ☐ Staff / Customer service
- ☐ Other program/services that help me manage my health

7. What would enhance your membership experience at Oneida Family Fitness? Please provide any suggestions/feedback in comment box.

* 8. Overall, how satisfied are you with your Oneida Family Fitness membership? Please explain the reason for your rating.

	Very Satisfied	Satisfied	Undecided / Neutral	Dissatisfied	Very Dissatisfied
Select the response that describes your overall impression.	☐	☐	☐	☐	☐

Additional Comment