

Gym Member Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Think about this gym during the past month. Choose not applicable where needed. Report urgent equipment problems directly to staff.

1. How often did you visit during the past month?

- ☐ Not at all
- ☐ Once
- ☐ Two or three times
- ☐ About weekly
- ☐ Several times a week

2. How convenient were the opening hours for you?

- ☐ Very inconvenient
- ☐ Somewhat inconvenient
- ☐ Neither convenient nor inconvenient
- ☐ Somewhat convenient
- ☐ Very convenient
- ☐ Not sure

3. How often could you access the equipment you wanted?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always
- ☐ Did not use equipment

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4. How satisfied were you with cleanliness?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Did not visit

5. How helpful were staff when you needed assistance?

- ☐ Not at all helpful
- ☐ Slightly helpful
- ☐ Moderately helpful
- ☐ Very helpful
- ☐ Extremely helpful
- ☐ Did not seek assistance

6. What should the gym improve first?

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7. What should the gym keep doing?
