

Comments and observations from the meeting

The online booking is going down very well with customers

However when classes are cancelled for whatever reason they are just taken off the system so don't appear but customers are not aware of this or why

- ❖ The Centre was pleased the online booking system was working well and would investigate into how it could be shown on the system that classes were cancelled rather than just taking them off the screen

Members appreciated if and when classes did have to be cancelled then as and where possible an alternative classes was arranged

Prior to Christmas there were classes that were cancelled with immediate effect which was not communicated well to the Members. Would have preferred to have a reason and time to adjust

- ❖ The Centre acknowledged that the situation prior to Christmas was not communicated well to customers and apologised for this. There was pressure to change the financial situation of the company from the Board. The Manager had to make quick decisions about how to rectify the situation. The solution was to cull the non performing classes with immediate effect but in hindsight more communication with the customers as to what was happening and why would have made the transition smoother

Customers really appreciated the happy and friendly staff and appreciated their efforts in learning names

Class instructors especially were excellent and always asked how they were.

Members would like to see a newsletter, possibly bi-monthly containing Centre news, staff joining or leaving an new and interesting projects or classes coming up etc..

- ❖ It is hoped that the first newsletter will be issued in February

The Car Park is a great improvement and much appreciated

Monday Silver Zone is very busy (as all classes now as January always is)

SG Pupils, although in the main, were found to be polite and considerate do tend to leave folders and books everywhere and especially in the corridor to the astro. They also sit on the gym equipment and don't do a lot!

- ❖ This information has been passed onto the PE staff and the Centre staff will be more vigilant in an effort to curb these habits

Some class instructors are late to classes, mainly as they are flitting from one class to another but it then has a knock on effect on other activities

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- ❖ Instructors will endeavour to make sure they are where they need to be with time to spare. Although all new customers to classes are advised to turn up approx. 10 mins early so they can go through instructions and help with the set up of the equipment however a class may start late if new customers join the class at the start time

Although the Centre closes at 10pm the activity should end at 10pm and then there is a 15min window for the customers to leave the building. This is not always the case and customers feel they are asked to leave at 10pm on the dot!

- ❖ This has been brought up with staff

The Spin Zone is good although the air con system needs to be sorted as very hot on occasions and the bikes are unreliable

- ❖ The Centre is very aware of the situation with the air conditioning units and is working hard with Elliotts environmental to resolve the problem
- ❖ Regarding the Matrix Spin Bikes – the Centre is also not happy with the level of customer service or attention they have received from the Company and following up every issue with the bikes as and when they happen with the company. This situation has now been escalated up the chain and it is hoped in the next few weeks the situation will resume normal service

The spin instructors are great

Members would like more bars in the fitness suite and more free weights requested. And they would like to swap the Kinesis machine and bring back the able jungle.

Members would like to see the fitness instructors walk the floor more. They also felt that the layout wasn't as good as previous and felt 'unfriendly'. Although Ellie, Sam, Ryan and Neil were good additions to the fitness team

- ❖ This information has been fed back to the Fitness Manager and the team to be looked into

The studio continues to have problems with the cleanliness of the washrooms being an issue.

If studio mats were used for classes involving footwear then suggestions were that they use the grey side and then no footwear could use the green side to save the mats from unnecessary marks and dirt

- ❖ Plans for the future of the Centre would be the updating and refurbishment of the Dance Studio. There have been quotes submitted for changes to take place but this financial year they are prohibited, however the plans will be put forward to the Board for next September

Members asked that financial issues were more transparent – citing the new SG high performance gym as an example – who paid for it and why can't members use it

- ❖ The Centre explained that the School had paid for the refurbishment of the old store / squash court underneath the Dance Studio initially for the sole use of the high

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performing students at the school. However the School is now allowing limited access to the Centre to run classes and group Personal Training sessions

Members suggested they would like to see management more visible and walking the Centre chatting to customers.

It was felt that the 'exam season' was getting better and both parties were more tolerant

The changing room floor it was felt was much better than the vinyl that was in there previously

Members socials were mentioned and the Quiz night and the Ball were both great ideas, enjoyed by all and welcomed

The members also noted the articles in the Sherborne Times and thought they were very good and informative

It was suggested that the Meet the Manager Forum should be held 6 monthly – date of next Forum to be in July, date TBC

If you would like to be considered to attend the Forum, please contact Leanna McFarlane who will advise you – l.mcfarlane@oxleysc.com