

Meet the Manager

Monday 18th December 2017

Project Update over the past six months

Invested in **UV water treatment system** which has proved successful

We had our **10th anniversary party** which was great fun and well attended

Installed new **spectator seating** which is working well

Published our **Environmental Policy** and have new **recycling bins** in place

The centre has **undergone a make over** in which the gym, Coffee Pod, poolside and back corridor and stairs have been painted

We were thrilled with a **surprise visit from the Brownlee Brothers** who chose our pool to train in whilst they were at a nearby event

The **air conditioning in dance studio** has been installed

Cost of works to date: **£28.5k**

You Said - We Said

Offers and promotions - Could we make sure that staff let members know offers?

Yes of course, staff are aware of all offers but we will ask them to mention also.

Concerns over cleanliness of floors particularly in the spin zone and dance studio.

We will look at cleaning more than once per week and keep an eye on it as well.

Class numbers - Very happy that Pilates numbers have been reduced.

Good to know, glad that this is working.

Air conditioning not working efficiently in spin zone and could instructions be present for handling the unit in the dance studio to better control temperature for different classes? **We will ask the company to come and have a look at the air unit in spin and yes of course instructions can be created so that staff can use them.**

Shoes Off Policy - People still ignore the shoes off rule. **In the main we feel this is working but will keep an eye on it.**

Is there any new equipment coming?

Yes we have new kettle bells and new mats coming, no large units this year as we have spent a lot on the projects outlined previously which needed to be done.

Website - Cannot always use online booking. Thank you for letting us know, we are looking into updating the website and are taking our time to make sure that we get the right system for us. We will keep an eye on it.

Recording Challenges - There has been some confusion with recording peoples' times and information in the past, can there be more clarity please?

Yes we have a new system in place which we hope will address this issue and make it easier and more detailed for staff and members alike.

Can new members come early to spin as it takes them a little while to get going on the bikes and this delays the start of the class for others?

Good idea, we could look at having a bike induction for new members. We will look at how to bring this into fruition.

Can we have an advanced Silver Zone Class, including warm up and warm down?

Great idea, yes we can try that and see how it goes.

There seems to be a banging metal door near the treatment room - We will look into which door this is and sort out softer closing if we can.

Car parking notices, could we advertise when the car park is going to be really busy so that members are aware in future? Yes absolutely, notices on the way.



We endeavour to:

Improve CCTV
Install swipe system to the fitness suite
New sand in filters at a cost of approx. £10k
Air handling unit - Improve unit
Reception desk improvement. Paint & extend

*Thank you for your feedback
which helps us to constantly improve*

Oxley Sports Centre

SHERBORNE GIRLS