

RIVER FITNESS

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HI,
LAST MONTH WE COLLECTED CUSTOMER FEEDBACK ABOUT OUR GYM SERVICES.

HERE'S A SIMPLE DIGITAL SUMMARY THAT SHOWS:
HOW MANY RESPONSES WERE SATISFIED, NEUTRAL, OR NOT SATISFIED
ONE CLEAR CHART (BAR CHART OR PIE CHART)
HERE ARE THE RESULTS FROM THE CUSTOMER SURVEY.

CUSTOMER FEEDBACK SURVEY RESULTS

RESPONSES:

SATISFIED: 46%

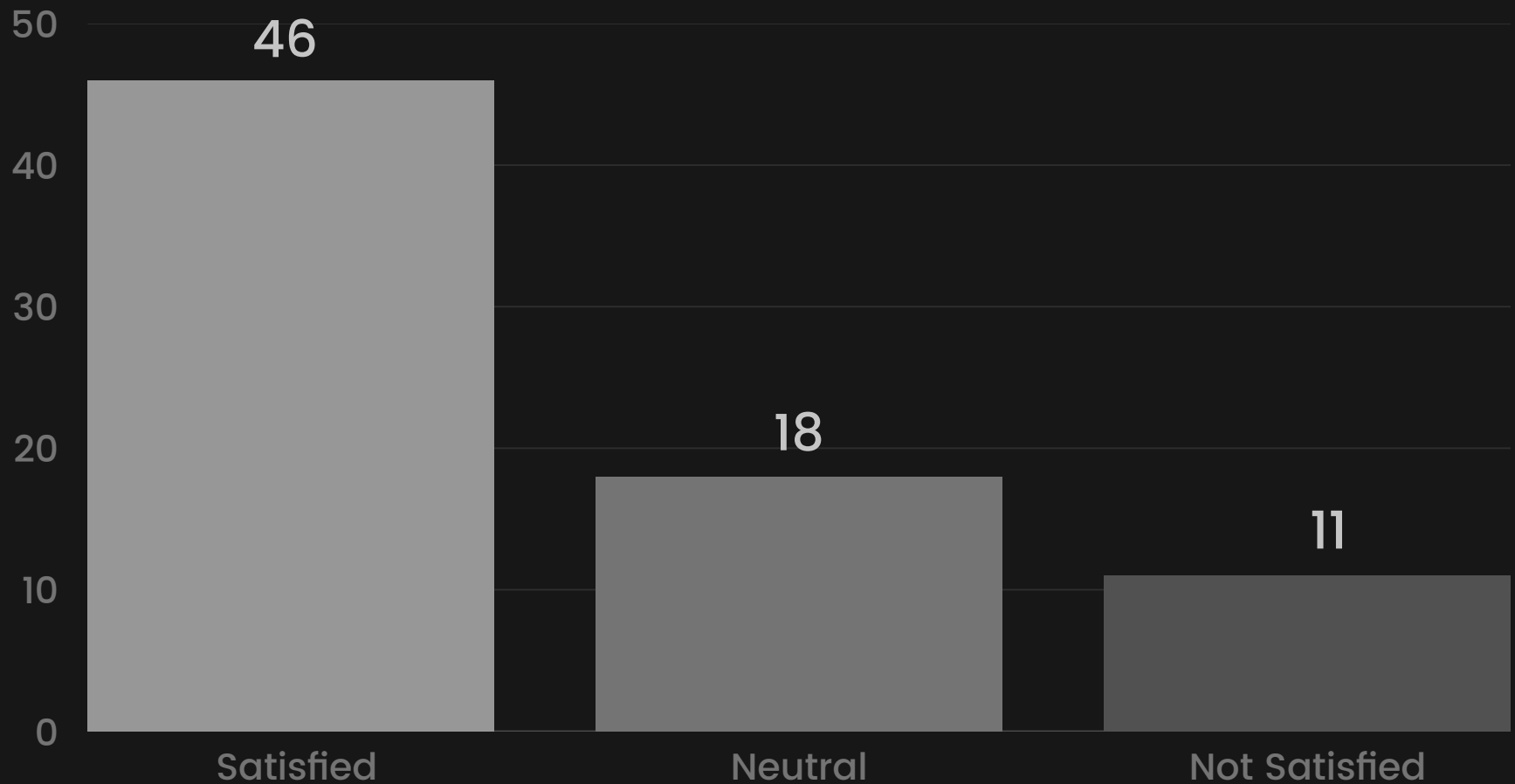
NEUTRAL: 18%

NOT SATISFIED: 11%

River Fitness official report.

RIVER FITNESS

↘ Local gym



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Official Customer Feedback Report

Customer Feedback Report – River Fitness

Last month, River Fitness asked customers to share their opinions about the gym and the overall service. The survey was made to understand what members like, what they think could be better, and how the gym can improve in the future. According to the results, 46% of customers were satisfied, 18% were neutral, and 11% were not satisfied with their experience. These results are also shown in the bar chart included in the report. Looking at these numbers, it is clear that most people have a positive opinion about River Fitness. Almost half of customers said they were satisfied, indicating the gym is doing many things right. This could be because the equipment is good, the staff are friendly, or the gym is clean and easy to use. Many people also enjoy the atmosphere because it helps them stay motivated when they come to train. Even though not everyone is fully happy, the biggest group of customers still had a good experience.

The second group of customers were those who answered "neutral". Around 18% of people chose this option. This normally means they didn't have a bad experience, but they also didn't think everything was great. Maybe they expected a little bit more from the gym, or maybe they only visit sometimes and don't have a strong opinion yet. These customers are important because with a few small improvements they could become satisfied members in the future. Listening to what they have to say could really help River Fitness improve.

The smallest group was the customers who were not satisfied, making up 11% of the survey. Even if this is the lowest percentage, it should not be ignored. Every unhappy customer has a reason, and finding out those reasons can help the business become better. Some people may have had problems with waiting for equipment, class times, changing rooms, customer service, or something else. It doesn't always take big changes to fix these problems. Sometimes simple improvements can make a big difference. One thing River Fitness could do is ask customers for more detailed feedback. Instead of only asking whether they are satisfied, the gym could also ask why they chose that answer. This would give much more useful information. For example, customers could mention if they want more fitness classes, newer machines, longer opening hours, or better cleaning. Getting these comments would make it easier to know where to focus first.

Another good idea would be to speak with members more often. Staff could ask people how their workout went or if they need any help. Small conversations like this can make customers feel welcome and also help the gym notice problems before they become bigger. Happy customers are also more likely to tell their friends and family about the gym, which can bring in new members without spending a lot on advertising. Overall, the survey gives River Fitness a good starting point. The results show that many customers already enjoy using the gym, but there is still room to improve. The satisfied customers indicate that the gym is moving in the right direction, while the neutral and Fitness continues to listen to members and makes small changes based on their feedback, customer satisfaction will likely increase over time.

In conclusion, the survey shows mostly positive feedback from customers. The gym should be happy that satisfied members are the largest group, but it should also keep working on improving the experience for everyone. By listening carefully, making simple changes, and keeping good communication with members, River Fitness can build stronger customer loyalty and create an even better place for people to achieve their fitness goals.

HUSTLE

WORKOUT

WITH

RIVER FITNESS