



## PREMIER MEMBER SURVEY

We cannot express enough our sincere gratitude for being a Premier Member at CHRISTUS HWC. However, we want to ensure that we are providing the service, standards, amenities, and value that comes with it. As you may know, we are doubling the square footage of our Small Group Training room over the next few weeks which is a great time to make some improvements. Please fill out the following survey so we may improve the experience for you and those who are joining in the future.

**Instructions:** Complete survey, save and email to [Amber.Woodard@CHRISTUSHealth.org](mailto:Amber.Woodard@CHRISTUSHealth.org)  
If you are having any issues please email or call her at (409) 236-7294

Thank you!!

### 1. What are your interests?

Fitness / Classes

Amenities (Spa, white towel service, locker, MYZONE, etc.)

Social

Education (list topics of interest)

Weight loss

Other

Comment:

2. Overall, how satisfied are you with your Premier membership?

- Highly satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Highly dissatisfied

3. How often do you use the following benefits?

	Do not use	Was not aware of	Very Infrequently	Frequently	Very frequently
<b>Small Group Training (Torque)</b>					
<b>TRX</b>					
<b>Pilates</b>					
<b>White towel service</b>					
<b>Mobile app</b>					
<b>Events / Dinners / Get-togethers</b>					
<b>Spa (if applicable)</b>					
<b>Personal locker</b>					
<b>MYZONE</b>					
<b>InBody Assessments</b>					

Comment:

4. How do we rate on the following attributes?

	Well Below Average	Below Average	Average	Above Average	Well Above Average
<b>Service</b>					
<b>HWC Staff</b>					
<b>Premier Trainers</b>					
<b>Understanding and meeting your needs</b>					
<b>Facility cleanliness / maintenance</b>					
<b>Price / Value</b>					
<b>Professionalism</b>					
<b>Variety</b>					

Comment:

5. Do you attend Premier Fitness classes? Tell us about what you like, what we can improve on, what you'd like to see, etc.

Yes

No

Comment:

6. What is your preferred class time(s)?

Early-morning

Mid-morning

Lunch

Afternoon

Evening

Comment:

7. What is your preferred week day class time(s)? For weekends comment below.

Early-morning (5 AM - 7 AM)

Mid-morning (8 Am - 10 AM)

Lunch (11 AM - 1 PM)

Afternoon (2 PM - 5 PM)

After work (5:30 PM - 6:30 PM)

Evening (7 PM or later)

Weekends - note times below in comment

Comment:

8. On a scale from 1-10 (1 being least likely and 10 being very likely), how likely is it that you would recommend the Premier Membership to a friend or colleague?

1      2      3      4      5      6      7      8      9      10

Comment:

9. Which category describes your age?

Younger than 18

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 or older

Prefer not to answer

10. What is your preferred method of communication

Text message

Phone call

Email

Social Media

11. What sort of gear / retail items would you like to see? Also list brands and materials you like.

12. Do you have any suggestions for improving the Premier membership?