

Survey Design

Anytime Fitness – Customer Experience Survey

Sample – Customers who have visited an Anytime Fitness International location

Alert #1 Completed Survey Trigger: LTR 0-10

→ Required

Based on your recent visit, how likely are you to recommend \$BRAND\$ - \$LOCATION_NAME\$?

Not at all Likely

Extremely Likely

0	1	2	3	4	5	6	7	8	9	10
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Please tell us the reason for your score:

Next

Please rate your satisfaction with the following:

Not at all
Satisfied

Extremely
Satisfied

Cleanliness

0	1	2	3	4	5	6	7	8	9	10	N/A
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Equipment Condition

0	1	2	3	4	5	6	7	8	9	10	N/A
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Selection of Equipment

0	1	2	3	4	5	6	7	8	9	10	N/A
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Training/Classes

0	1	2	3	4	5	6	7	8	9	10	N/A
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Welcoming Atmosphere

0	1	2	3	4	5	6	7	8	9	10	N/A
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Next

Please rate how much you agree with the following statements about the staff at \$BRAND\$ - \$LOCATION_NAME\$:

Strongly
Disagree

Strongly
Agree

Staff is available

0	1	2	3	4	5	6	7	8	9	10	N/A
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Staff cares about me

0	1	2	3	4	5	6	7	8	9	10	N/A
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Staff responds to me when
I have questions

0	1	2	3	4	5	6	7	8	9	10	N/A
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Next

Do you plan to continue your relationship with \$BRAND\$?

- Yes
- No
- I don't know

Next

→ Required

Based on your recent visit to \$BRAND\$ - \$LOCATION_NAME\$,
how satisfied were you with your experience?

Not at all Satisfied

Extremely Satisfied

0	1	2	3	4	5	6	7	8	9	10
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Please tell us the reason for your score:

Next

Is there anything else you would like to share?

Finish

Thank you for taking the time to provide your feedback.