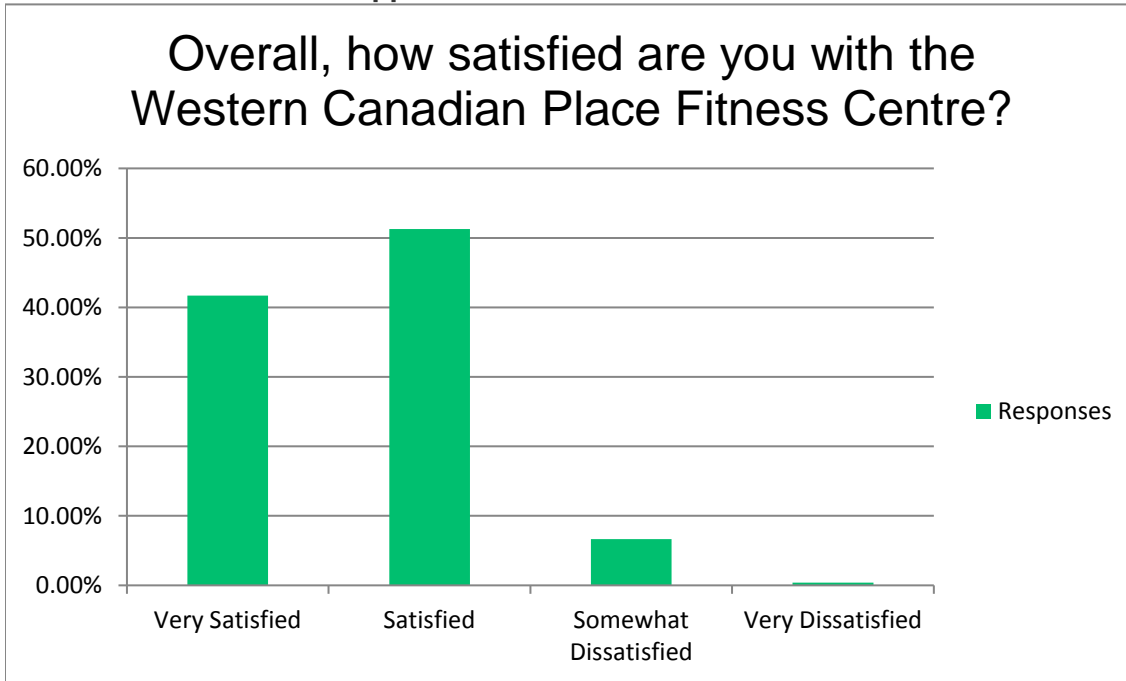


Western Canadian Place Fitness Centre

Overall, how satisfied are you with the Western Canadian Place Fitness Centre?

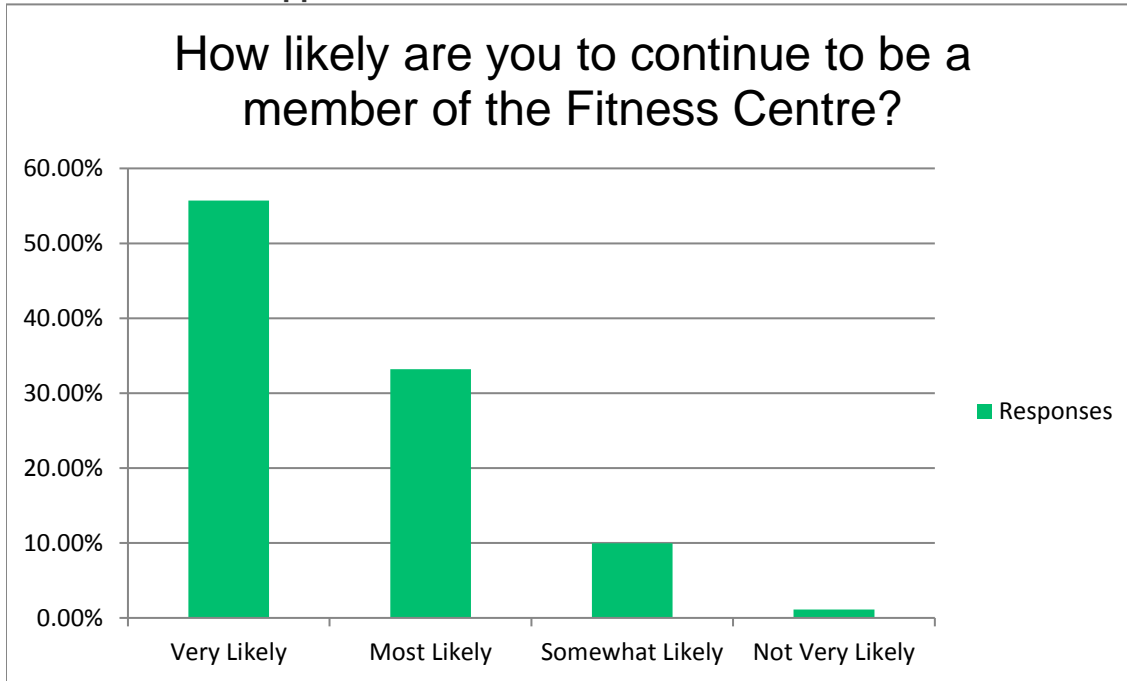
Answer Choices	Responses	
Very Satisfied	41.70%	113
Satisfied	51.29%	139
Somewhat Dissatisfied	6.64%	18
Very Dissatisfied	0.37%	1
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

How likely are you to continue to be a member of the Fitness Centre?

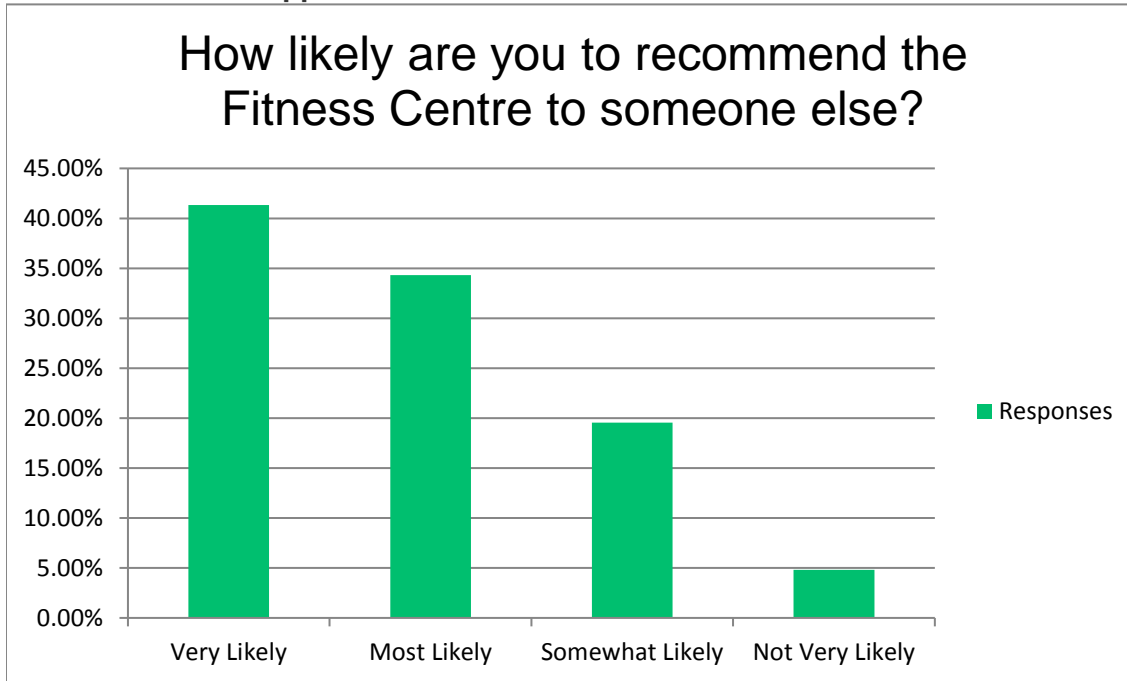
Answer Choices	Responses	
Very Likely	55.72%	151
Most Likely	33.21%	90
Somewhat Likely	9.96%	27
Not Very Likely	1.11%	3
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

How likely are you to recommend the Fitness Centre to someone else?

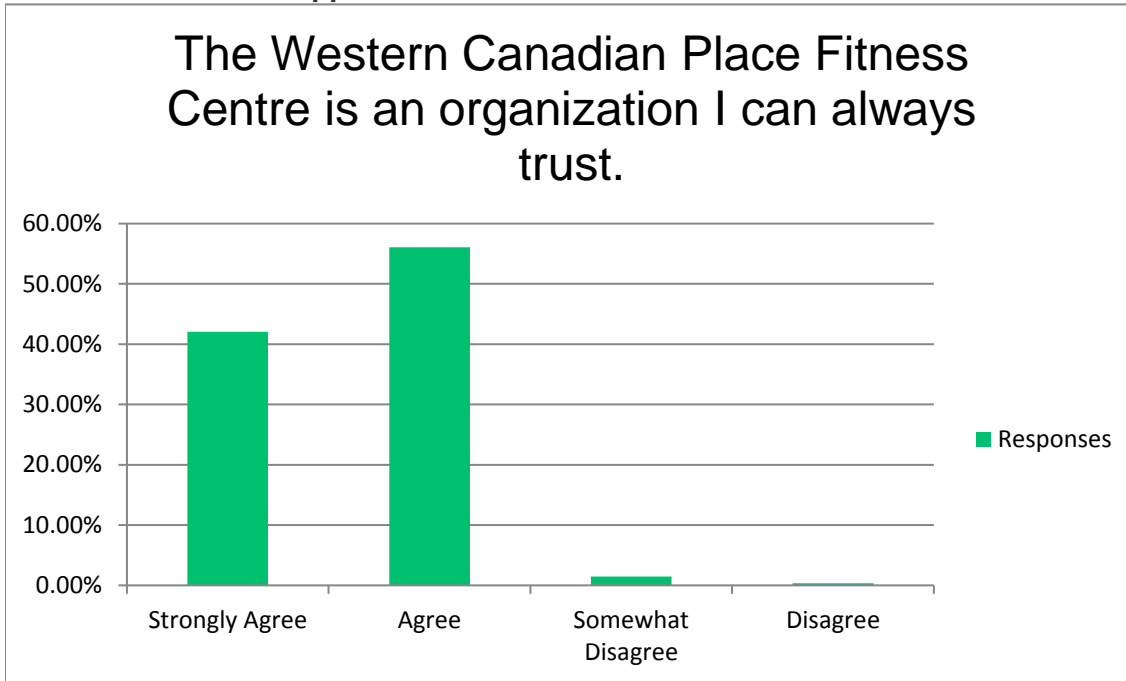
Answer Choices	Responses	
Very Likely	41.33%	112
Most Likely	34.32%	93
Somewhat Likely	19.56%	53
Not Very Likely	4.80%	13
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

The Western Canadian Place Fitness Centre is an organization I can always trust.

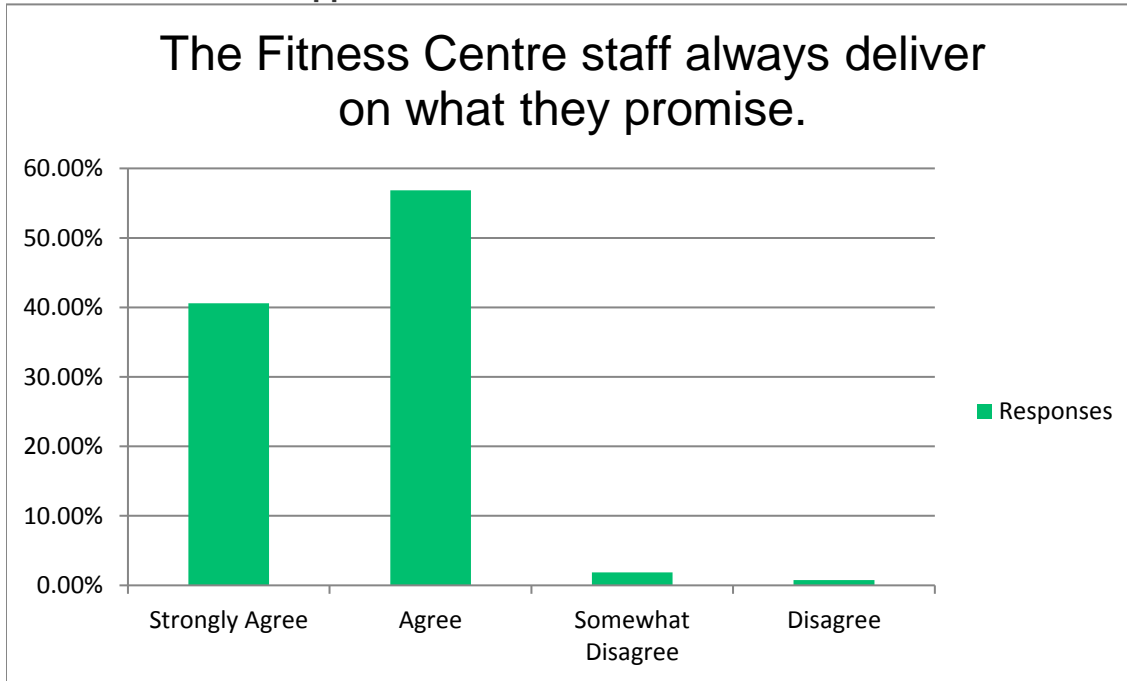
Answer Choices	Responses	
Strongly Agree	42.07%	114
Agree	56.09%	152
Somewhat Disagree	1.48%	4
Disagree	0.37%	1
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

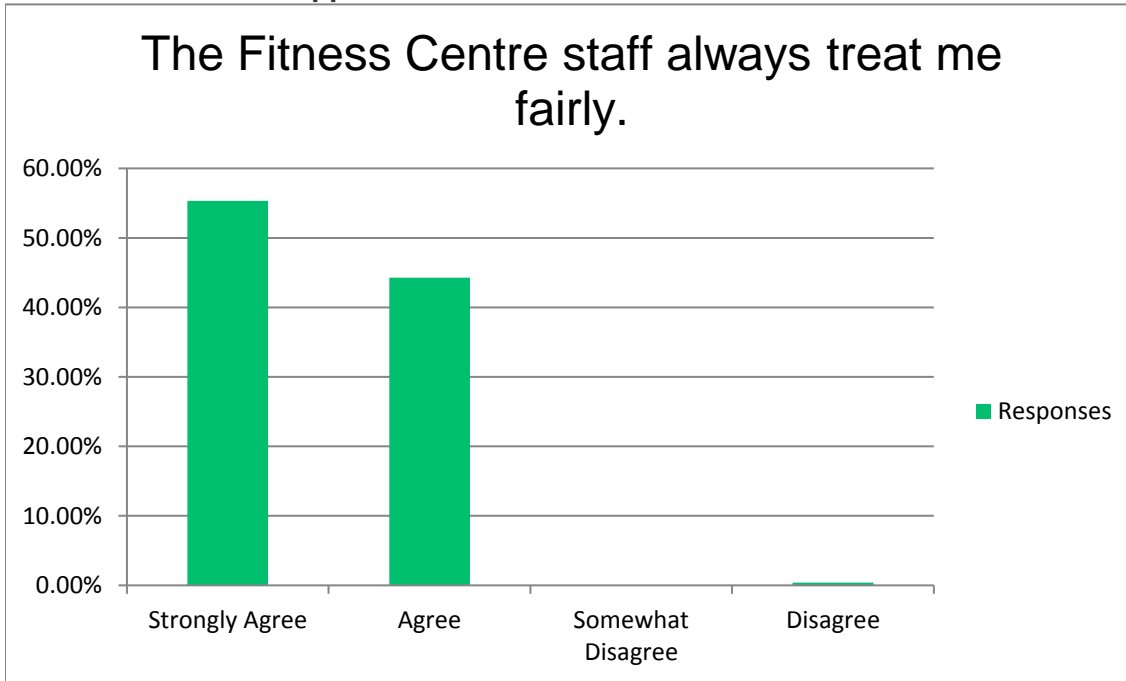
The Fitness Centre staff always deliver on what they promise.

Answer Choices	Responses	
Strongly Agree	40.59%	110
Agree	56.83%	154
Somewhat Disagree	1.85%	5
Disagree	0.74%	2
Answered		271
Skipped		0



Western Canadian Place Fitness Centre
The Fitness Centre staff always treat me fairly.

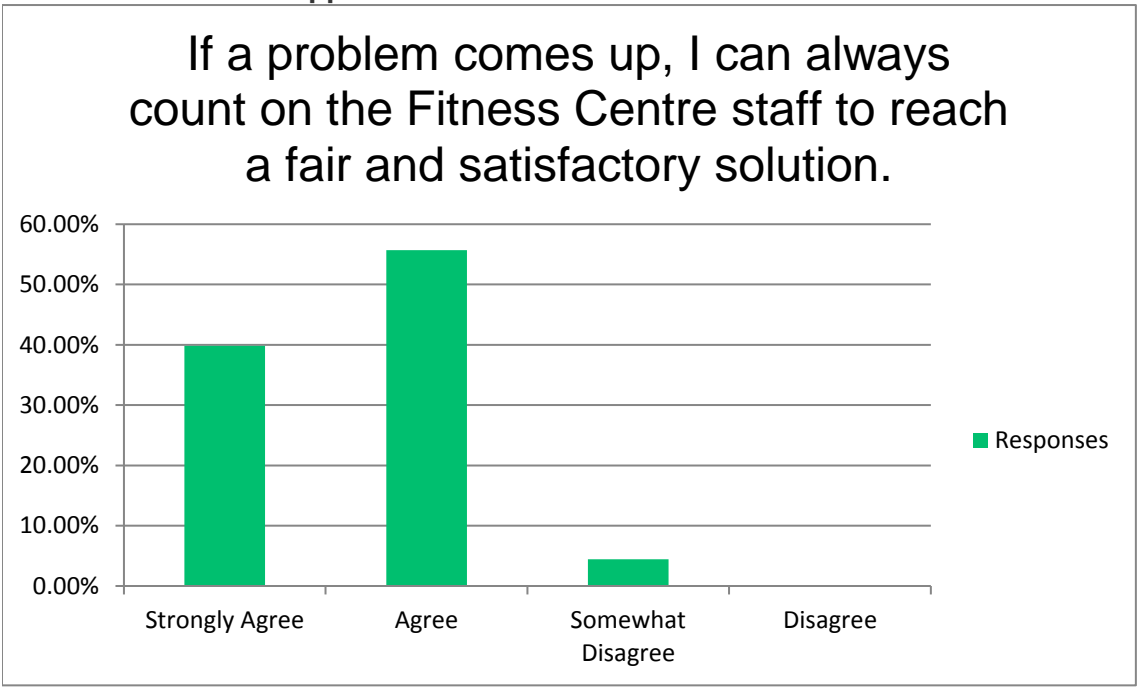
Answer Choices	Responses	
Strongly Agree	55.35%	150
Agree	44.28%	120
Somewhat Disagree	0.00%	0
Disagree	0.37%	1
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

If a problem comes up, I can always count on the Fitness Centre staff to reach a fair and satisfactory solution.

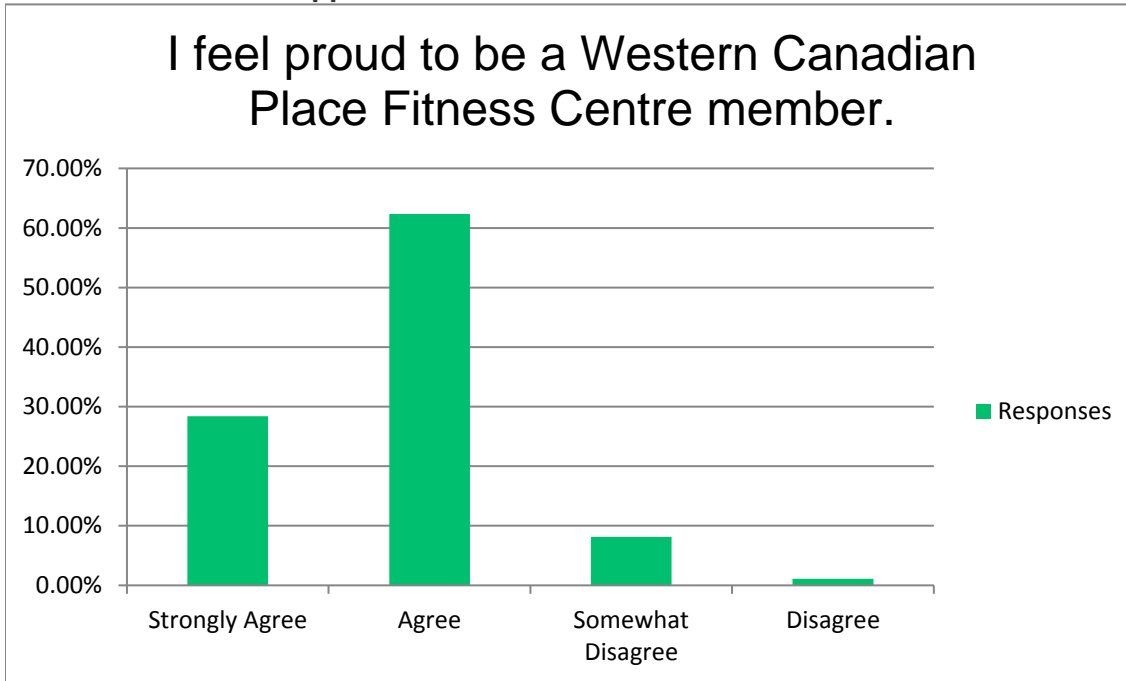
Answer Choices	Responses	
Strongly Agree	39.85%	108
Agree	55.72%	151
Somewhat Disagree	4.43%	12
Disagree	0.00%	0
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

I feel proud to be a Western Canadian Place Fitness Centre member.

Answer Choices	Responses	
Strongly Agree	28.41%	77
Agree	62.36%	169
Somewhat Disagree	8.12%	22
Disagree	1.11%	3
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

I feel that the Fitness Centre staff always treat me with respect.

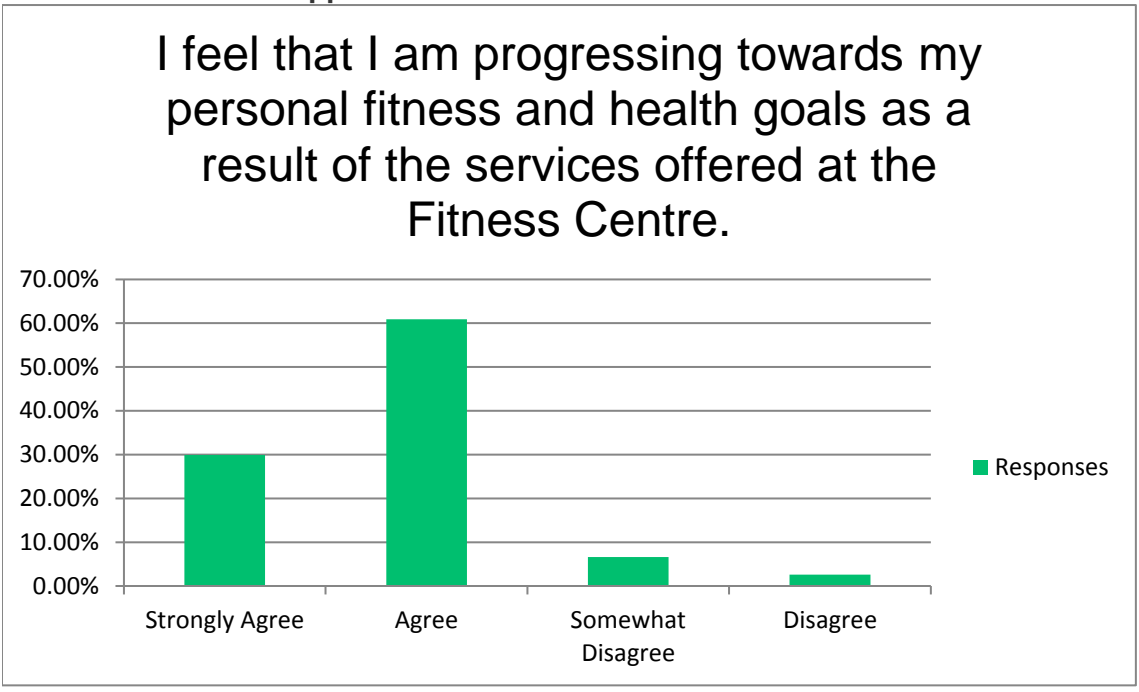
Answer Choices	Responses	
Strongly Agree	56.83%	154
Agree	41.33%	112
Somewhat Disagree	1.85%	5
Disagree	0.00%	0
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

I feel that I am progressing towards my personal fitness and health goals as a result of the services offered at the Fitness Centre.

Answer Choices	Responses	
Strongly Agree	29.89%	81
Agree	60.89%	165
Somewhat Disagree	6.64%	18
Disagree	2.58%	7
Answered		271
Skipped		0



Western Canadian Place Fitness Centre

Based on a scale of 1 to 5; where 5 represents "Extremely Satisfied" and 1 represents "Extremely Dissatisfied"

How would you rate the quality of fitness equipment at the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
18.11%	48	53.21%	141	17.74%	47	8.68%	23	0.75%	2	1.51%	4

How would you rate the quality of Member Incentive Challenge Programs?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
15.85%	42	32.83%	87	21.89%	58	3.40%	9	0.38%	1	25.66%	68

How would you rate the quality of the squash programs? (IF YOU DO NOT PLAY SQUASH, PLEASE CHECK THE DK/NA BOX)

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
2.66%	7	6.08%	16	3.04%	8	0.38%	1	0.38%	1	87.45%	230

How would you rate the quality of the fitness consultant service at the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
15.09%	40	24.91%	66	9.81%	26	1.51%	4	1.51%	4	47.17%	125

How would you rate the quality of personal training (fee-for-service) at the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
10.19%	27	11.32%	30	6.42%	17	2.26%	6	1.13%	3	68.68%	182

How would you rate the quality of Massage Therapy Services?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
9.85%	26	10.98%	29	9.47%	25	4.55%	12	1.14%	3	64.02%	169

How would you rate the quality of Registered Dietitian Services at the Western Canadian Place Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
5.28%	14	4.91%	13	3.40%	9	1.51%	4	1.13%	3	83.77%	222

How would you rate the cleanliness at the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
36.23%	96	43.77%	116	13.21%	35	4.53%	12	1.89%	5	0.38%	1

How would you rate the quality of general maintenance of the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
27.27%	72	53.41%	141	13.64%	36	3.03%	8	2.27%	6	0.38%	1

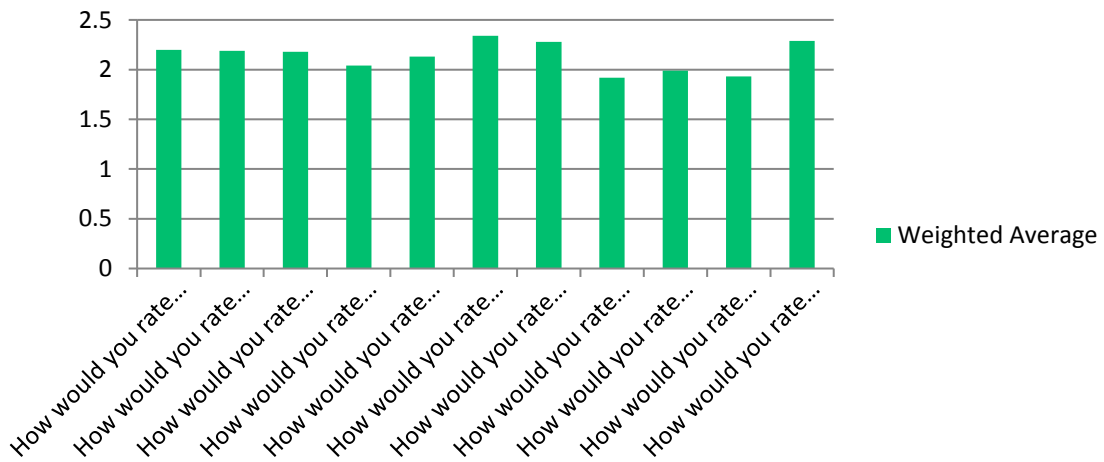
How would you rate the quality of member communication from the Fitness Centre?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
29.43%	78	51.70%	137	12.45%	33	3.77%	10	0.75%	2	1.89%	5

How would you rate the value you receive for your membership fees?

Extremely Satisfied		4		3		2		Extremely Dissatisfied		N/A	
24.91%	66	40.00%	106	18.11%	48	11.70%	31	4.15%	11	1.13%	3

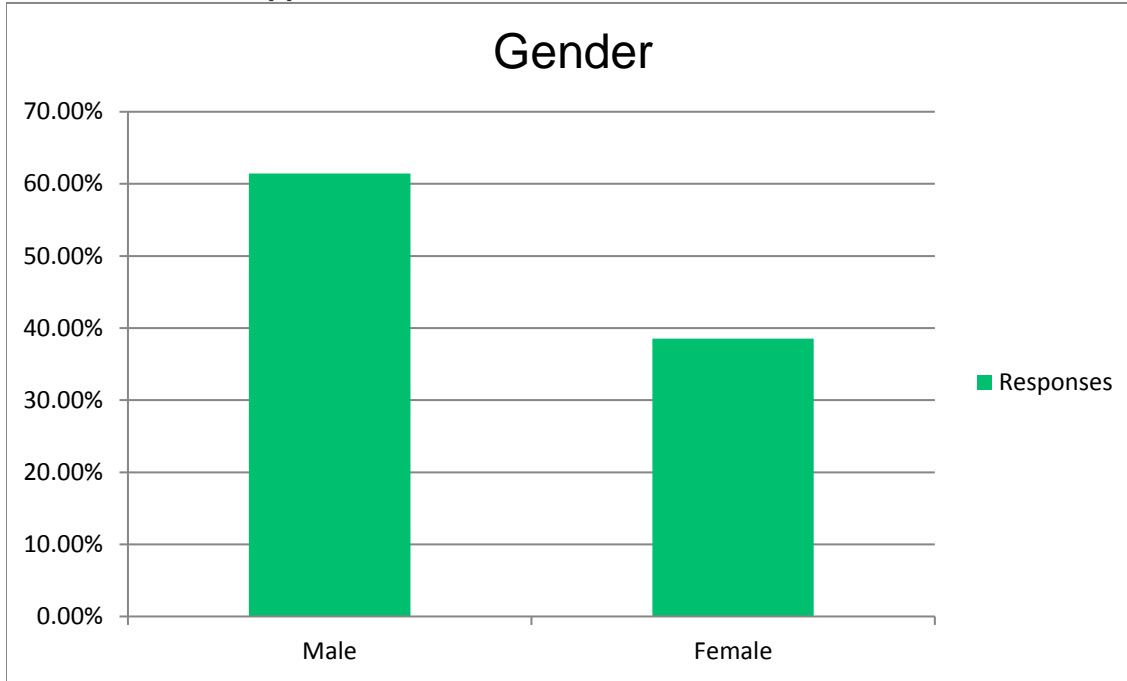
Based on a scale of 1 to 5; where 5 represents "Extremely Satisfied" and 1 represents "Extremely Dissatisfied"



Western Canadian Place Fitness Centre

Gender

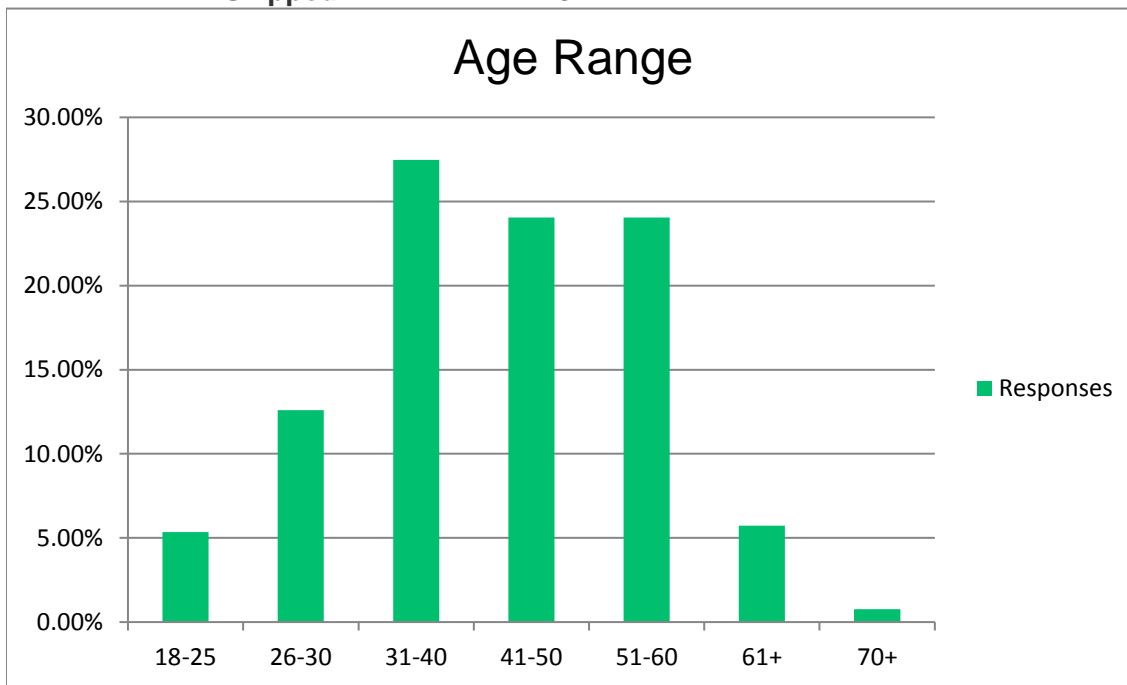
Answer Choices	Responses	
Male	61.45%	161
Female	38.55%	101
	Answered	262
	Skipped	9



Western Canadian Place Fitness Centre

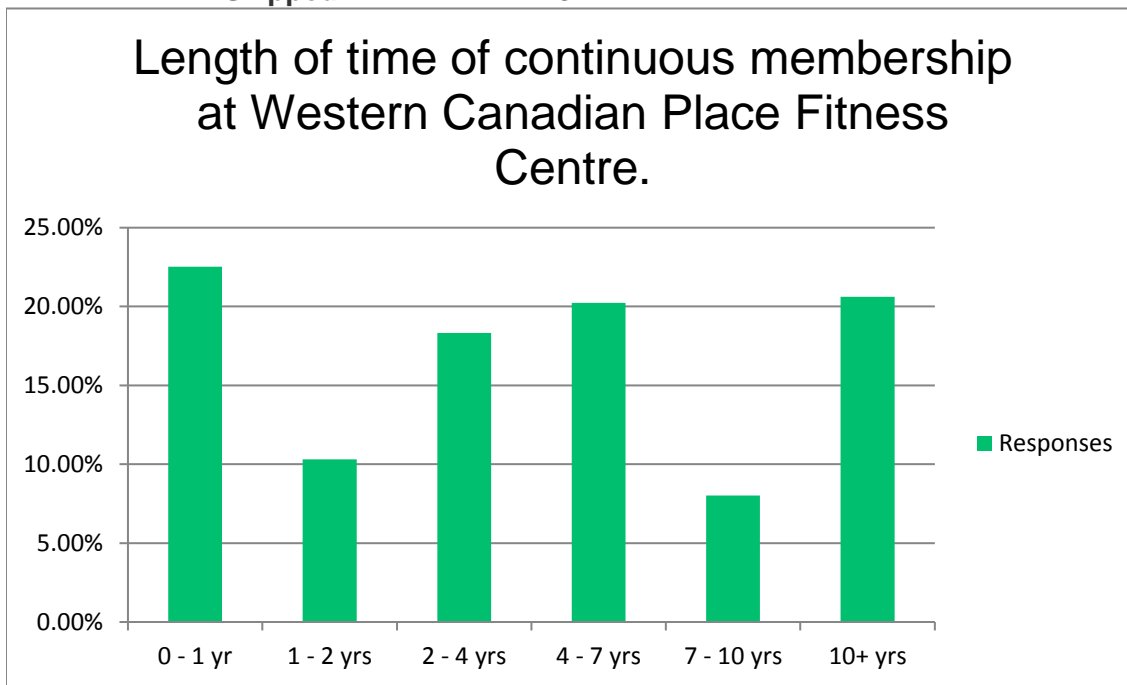
Age Range

Answer Choices	Responses	
18-25	5.34%	14
26-30	12.60%	33
31-40	27.48%	72
41-50	24.05%	63
51-60	24.05%	63
61+	5.73%	15
70+	0.76%	2
Answered		262
Skipped		9



Western Canadian Place Fitness Centre
**Length of time of continuous membership at
 Western Canadian Place Fitness Centre.**

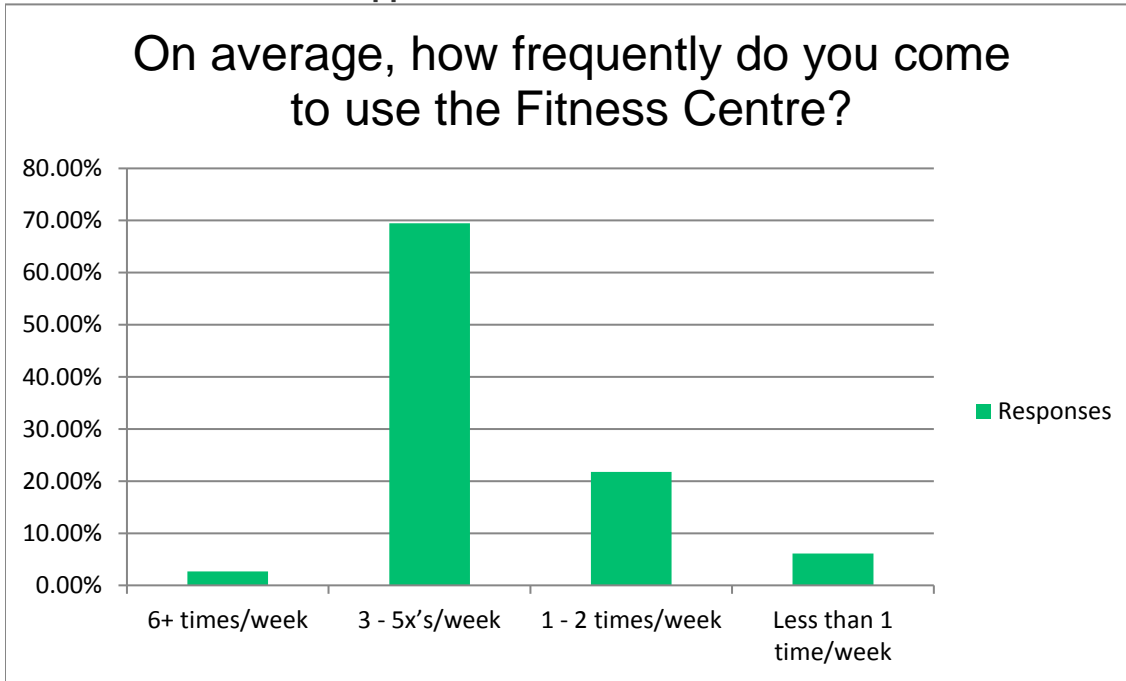
Answer Choices	Responses	
0 - 1 yr	22.52%	59
1 - 2 yrs	10.31%	27
2 - 4 yrs	18.32%	48
4 - 7 yrs	20.23%	53
7 - 10 yrs	8.02%	21
10+ yrs	20.61%	54
	Answered	262
	Skipped	9



Western Canadian Place Fitness Centre

On average, how frequently do you come to use the Fitness Centre?

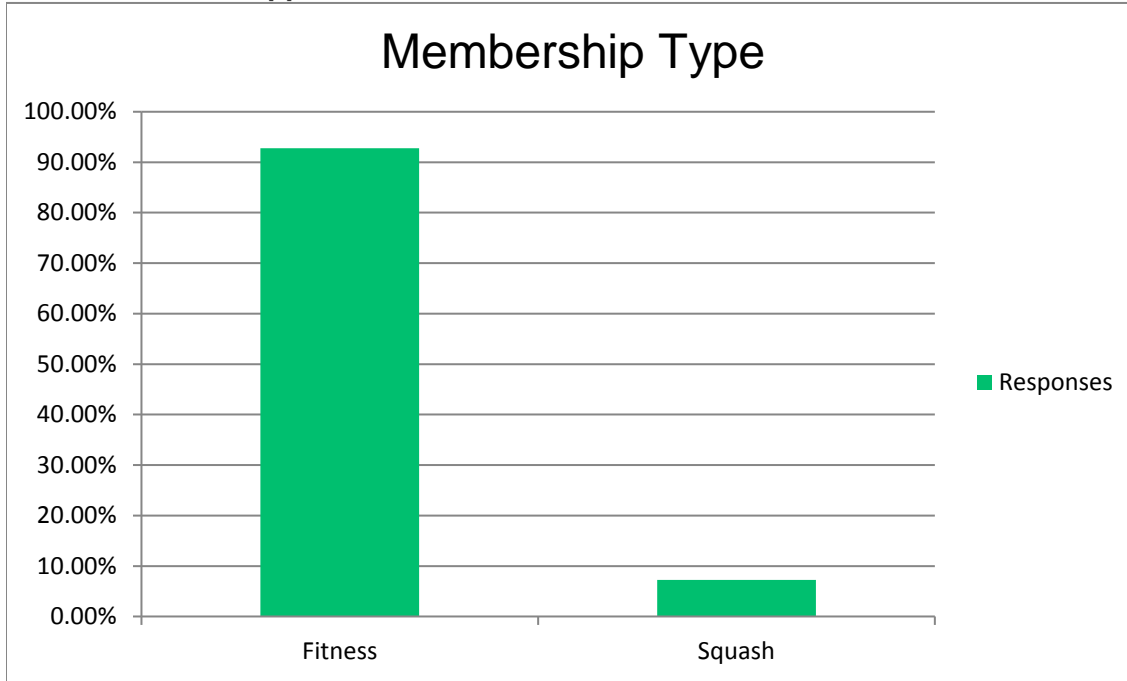
Answer Choices	Responses	
6+ times/week	2.67%	7
3 - 5x's/week	69.47%	182
1 - 2 times/week	21.76%	57
Less than 1 time/week	6.11%	16
	Answered	262
	Skipped	9



Western Canadian Place Fitness Centre

Membership Type

Answer Choices	Responses	
Fitness	92.75%	243
Squash	7.25%	19
Answered		262
Skipped		9



Western Canadian Place Fitness Centre

Are you a tenant of the Western Canadian Place building?

Answer Choices	Responses	
Yes	85.11%	223
No	14.89%	39
Answered		262
Skipped		9

