**INTERVIEW SCHEDULE**

**GYM MANAGER**

**Spencer Lowe**

* **Location: Gym Office**
* **Time:**
* **Questions:**
  + **Could you describe some of the technical issue that makes your job as the gym manager more difficult on a daily basis?**
  + **If a new system was going to be implemented in the gym, what changes would you want to see and how to you think they would affect your job?**
  + **Would you want to see a system that makes it easy on the customers or your team and why?**

**GYM MEMBER**

**Malorie Claire**

* **Location: N/A Online Questionnaire**
* **Time:**
* **Questions:**
  + **What made you chose x gym to begin with?**
  + **Do you feel that x gym provide you with a convenient and easy service and why?**
  + **What improvement would you like to see in the gym system and how do you think they will help the members like you?**

**GYM CEO**

**Jason Zander**

* **Location: CEO’s Office**
* **Time:**
* **Questions:**
  + **What is wrong with the current system?**
  + **What are your top priorities when thinking about customer service?**
  + **What information would you like to have made available to you through the new system?**