

Subject: member snapshot 9/06/2024

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hey guys, just the member snapshot document for tomorrows meeting.

the short of it is, 3 members lost, 2 joined.

ill be expressing disappointment after asking about the status of
shower drainage issue
vacuum cleaner warranty
challenge board unclear
photos falling off the wall
leisas yoga class - no communication on this at all
music complaints

ill be mentioning that Leisas communication is a real problem and she seems unwilling to take on tasks.

Jamie has a flurry of activity when reminded but there is a lack of attention to detail and following through.

we have systemised cleaning and maintenance duties, we can expand on these as we go.
the music has been changed to the ruccis playlist, we will work on removing some of the heavy metal because it seems pretty common in the list.

something id like to work on is a client profile, asking questions such as:

PBs

Injuries or niggles

competition they are training for

lifting goals

goals outside the big 3

do they train alone or with other members

what times do they normally train

do they have a coach

do they have a program at the moment

i believe these questions are when asked authentically will

- help develop relationships with the members,
- highlight members current needs that arent being met,
- may help to shine a light on who is most at risk of cancelling.
- allow opportunities to upsell our current members
- keep our managers accountable to deepening relationships by showing us these profiles and keeping them updated.

do you guys have any thoughts on that? i wont bring that up tomorrow but i think it could be powerful for the near future.

also i would appreciate any feedback to deliver to the staff that you'd like to add to the meeting before we commence.

hope you guys are having a great weekend
matt

— Attachments: —

member snapshot 9 june.docx

18.4 KB