

Health Club Member Onboarding Feedback Form

Thank you for joining our health club! Please take a few moments to fill out this onboarding feedback form. As this is a printed copy, please write your answers clearly in the spaces provided.

1. Member Information

Full Name:

Member ID (if known):

Date of Joining:

Email Address:

2. Onboarding Experience

Who was the staff member that assisted you with your registration?

How would you rate the facility tour? (Excellent / Good / Fair / Poor):

Was the membership pricing and contract terms clearly explained? (Yes / No):

Did you receive a proper safety demonstration of the gym equipment? (Yes / No):

How would you rate the friendliness of our front desk staff? (1 to 5, where 5 is best):

3. Goals & Expectations

What is your primary fitness goal? (e.g., Weight loss, strength training, flexibility):

Which areas of the club do you plan to use the most? (e.g., Pool, cardio deck, free weights):

4. General Feedback

What did you like most about your onboarding experience?

What is one thing we could have done better to make your start smoother?

Any other comments or suggestions?