

# Client Satisfaction Survey

I understand that surveys can be frustrating to complete but I would like to stress that the information that you give me WILL be used.

In order for me to provide the best possible service to my clients, it's important for me to find out what you think of my services. I would really appreciate it if you could complete this client satisfaction survey for me and be as honest as you can! I will then be able to use your feedback to concentrate on those areas that I need to improve.

Thank you

Are you happy with the level of service that you are receiving from me generally?	yes	no
Are you enjoying your sessions?	yes	no
Are you happy with the progress that you are making towards your personal targets?	yes	no
Are you happy with the clarity of the goals that you are being set?	yes	no
Are you happy with the monitoring and tracking procedures that I use?	yes	no
Is your progress monitored frequently enough?	yes	no
Are you happy with the programmes that are designed for you?	yes	no
Are your programmes varied enough?	yes	no
Are you happy with the level of explanation that I give to support your programme?	yes	no
Are your programmes easy to follow?	yes	no
Are your programmes challenging enough?	yes	no
Are you satisfied with the nutrition information that I offer?	yes	no
Are you happy with the journal that you use?	yes	no
Are you happy with the gym facilities?	yes	no
Is the level of motivation that I give enough?	yes	no
Am I too easy on you during our sessions?	yes	no
Am I too hard on you during our sessions?	yes	no
Do I listen carefully enough?	yes	no
Do I provide you with enough support outside our one-to-one sessions?	yes	no
Is my appearance (for example my clothes) OK?	yes	no
Do you find it easy to contact me?	yes	no
Do I return your emails and phone messages promptly?	yes	no
How might I improve my services?		

Thank you very much for your time in completing this survey. I really appreciate your valuable feedback and will work hard to improve my services.