

You said we did...

Here at QMU Sports, we are continually trying to provide a better service by listening to the feedback provided by our customers. Here are a few things that we have put in place following your comments:

You said....	We did....
<p>“Can weekend classes start earlier as it’s good to get our training done and still have the whole day ahead of us”</p>	<p>We have moved our Saturday morning classes from 10am to 9:15am so the classes are finished by 10:30 to allow our members to make the most of the weekend whilst still enjoying what we offer</p>
<p>“The kids would like more help in teen gym, do you offer programmes or advice”</p>	<p>All of our instructors completed a qualification in Physical Activity for Children covering ages 5-16. We can now offer programmes and advice for all ages</p>
<p>“Do you have any classes suitable for older generation not so high impact”</p>	<p>We have an external group offering brilliant classes suitable for older adults within our facilities, all of our instructors are now fully qualified in Older Adults to widen our target age group</p>
<p>“It would be really good if we could try before we buy as i don’t want to make a commitment before I know if I’ll make use of it”</p>	<p>We provide a pay as you go option to allow you to use our facilities without committing to a membership</p>
<p>“I’d prefer to have my consultation over the phone as I can’t always make it in for the short time it takes”</p>	<p>We are now offering both in person and phone call consultations to suit people who would prefer to have the option</p>
<p>“I find that beginner spin was too short, it was 30 minutes to be taught how to set up correctly and complete a spin class”</p>	<p>We have extended our beginner spin to 45 minutes to allow time for the instructor to help individuals set up the bike so that participants get enough time to exercise</p>
<p>“It would be good to have a landmine plate instead of using the corner in the weights room”</p>	<p>We have invested in a landmine plate which is fitted to the floor in the weights room to allow our members to have a wider variety of exercises</p>
<p>“Is there any chance we can get a female lifting bar for the free weights”</p>	<p>We have introduced a new female lifting bar which is 15kg with a smaller radius which is suitable for all individuals to help with their weight lifting goals</p>
<p>“It would be great to have more weight based classes in both the mornings and evenings as I can’t make evenings but enjoy the weights”</p>	<p>We have introduced a 45 minute kettlebells class on a Tuesday morning and a circuit class using weights and other equipment on a Friday to widen our variety</p>

“Can we have 45 minute classes instead of 30 in the mornings”	We have extended the times of some of our classes where applicable
“Can we have new yoga mats”	We have ordered a big bundle of new colourful yoga mats
“You need better signage and colour, very difficult to find way around building”	We have installed new signage to help you find your way around the building. Signage is colour coded for sport and drama
“Can we introduce more exercise classes now that restrictions are lifted”	When it was safe to do so we brought back our popular strength and tone classes and our kettlebells classes to our fitness timetable
“Do you deliver level 3 personal training courses?”	We assist with the delivery of level 3 personal training courses throughout the year with our partner EnergyWise Academy
“Bring teen gym back”	We had stopped during covid period but once it was safe we reintroduced with more time slots due to increased popularity
“Any chance of some decent skipping ropes”	We have purchased several professional speed skipping ropes which are now available in the free weights room and the main gym area
“Is it possible to buy a weekend pass for teen gym rather than single sessions”	We have introduced a £5 pass for the weekend for the teen gym
“Can we improve the sound system in the studio”	We have improved the room acoustics by extending the speaker from the floor to allow enhanced sound quality and introduced a microphone for instructors
“Can we keep the booking system for the free weights room, I like the privacy”	We have retained the booking system for individuals that wish to use the facility
“More than one Tricep rope for cables”	We bought 2 new rope attachments and other attachments for the cables for a wider variety of exercises
“It would be good to get new dumbbells & kettlebells in the fitness studio”	Bought a large selection of kettlebells and dumbbells to replace our old ones and heavier selection
“Lighting in sports hall needs fixed, not suitable for badminton”	All new lights in the sports hall meeting all requirements
“Could we get some new bumper plates for the free weights”	All new bumper plates from 5kg-25kg per rack

If you would like to make any suggestions, you can do so in the following ways:

- Speak to a member of the Sport & Fitness Team when you are in the Centre
- Fill in a ‘customer comments card’, available at the sports reception or in the Fitness Suite
- Participate in our annual survey
- Email your suggestion to sportsreception@gmu.ac.uk

