



## YMCA Action Plan

Thank you for providing feedback during our recent Member Survey. We will focus on 3 main areas.

### Example

#### Building Relationships

- Ensure staff are visible at all times in all areas and engaging with members
- Celebrate Member of the Month/New Member Night/Social Events

#### Clean & Well Maintained

- documented cleaning log for each area
- daily area inspections of facility and document discrepancies

#### Learn & Develop

- Free info night for members -nutrition tips/reading labels
- "Learn a new machine, a new stretch!" 15 min info session on the weight floor/or after a fitness class

Watch our website for updates!