



ENQUÊTE DE SATISFACTION - DÉBUT D'ANNÉE 2025

Toute l'équipe de Sporting Form vous adresse un grand merci pour votre participation !

Vous avez été 570 membres à répondre à notre enquête annuelle (303 à Toulouse et 267 à Blagnac) et nous tenions à vous remercier chaleureusement pour le temps que vous y avez consacré. Vos retours ont été étudiés avec la plus grande attention, car chez Sporting Form, vous êtes au cœur de notre démarche d'amélioration continue.

L'accueil et la qualité de service restent plus que jamais au centre de nos priorités. Notre équipe reste mobilisée pour vous offrir une expérience sportive optimale, dans des conditions toujours plus agréables, tout en veillant à préserver la qualité de nos installations et de nos prestations.

Dans un souci de transparence et de proximité, nous avons souhaité vous partager l'intégralité des résultats de cette étude. Toutes vos remarques ont été analysées afin de nous permettre de mettre en œuvre des actions concrètes et de continuer à vous proposer une expérience à la hauteur de vos attentes.

1. INFORMATIONS GÉNÉRALES - BLAGNAC

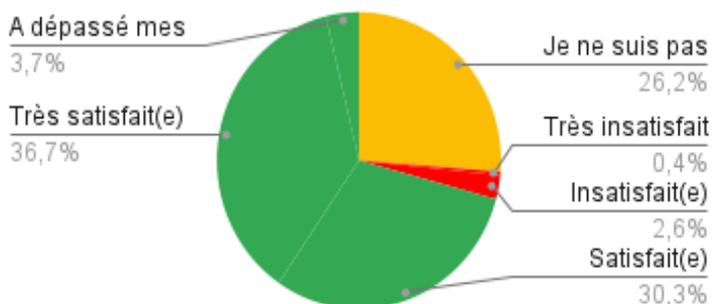
A. PROPRETÉ DES INSTALLATIONS

 **A dépassé mes attentes**
Très satisfait(e)
Satisfait(e)

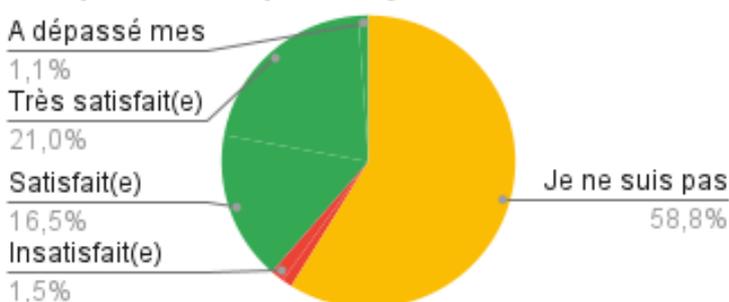
 **Je ne suis pas concerné(e)**

 **Très insatisfait(e)**
Insatisfait(e)

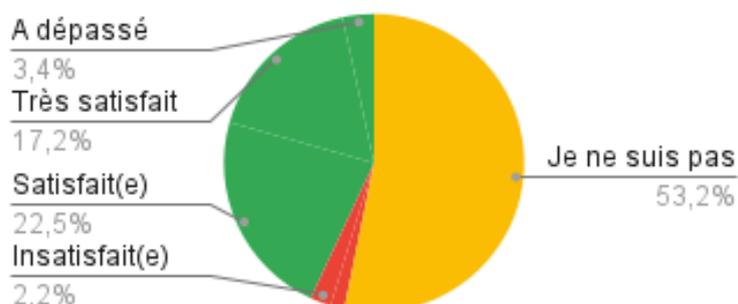
Propreté - Salle Co



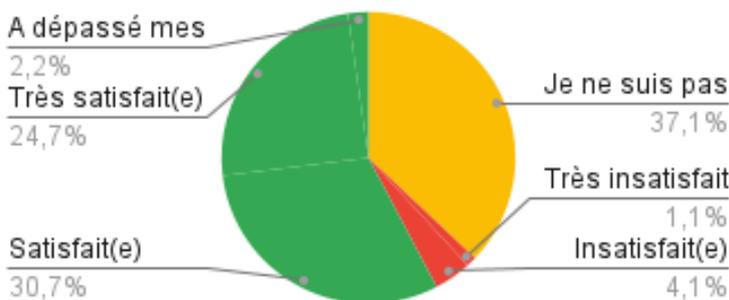
Propreté - Open Gym



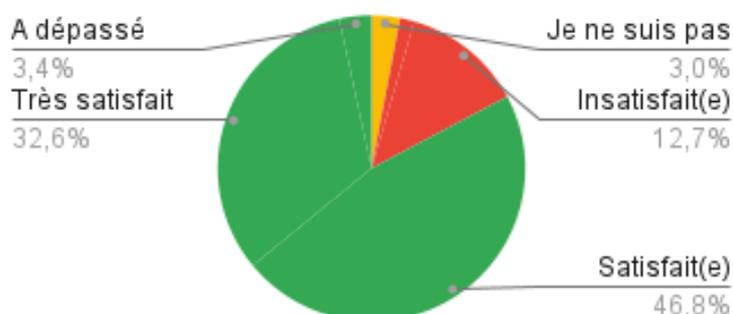
Propreté - Balnéo



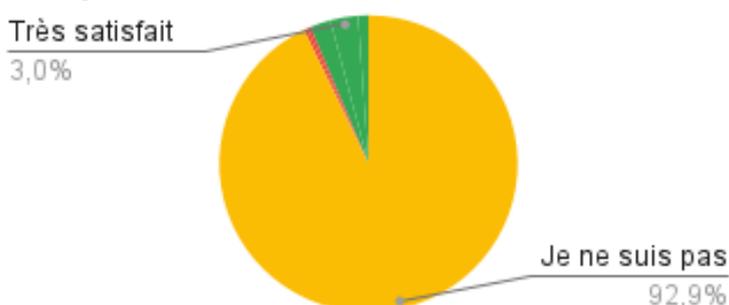
Propreté - Piscine



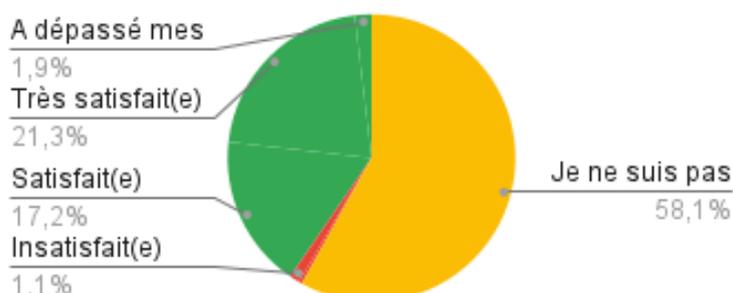
Propreté - Vestiaires



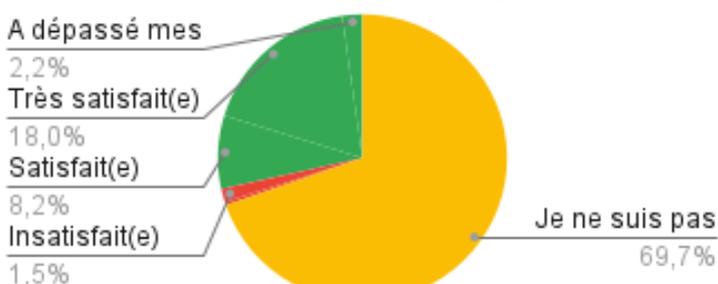
Propreté - CrossFit



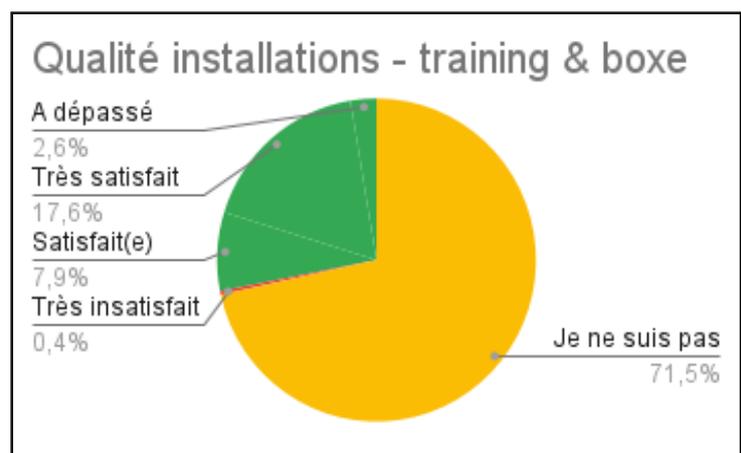
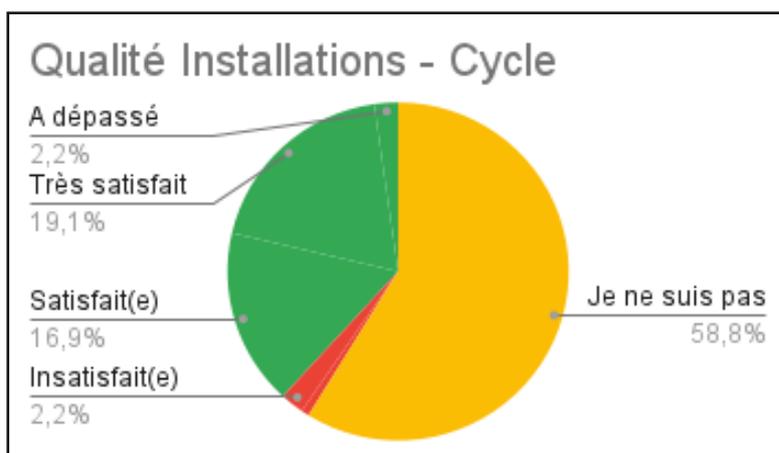
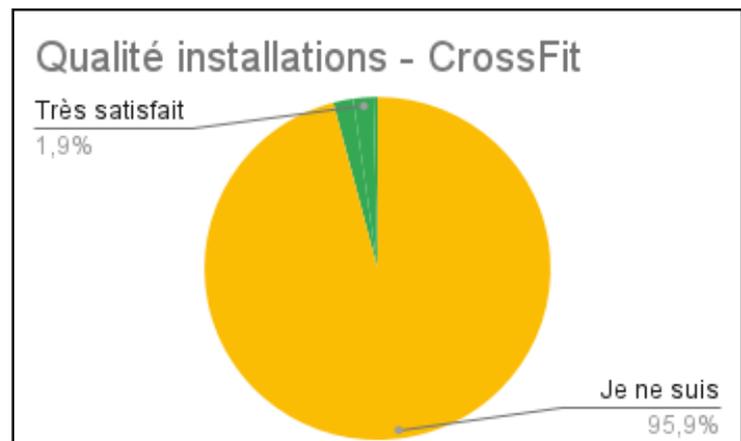
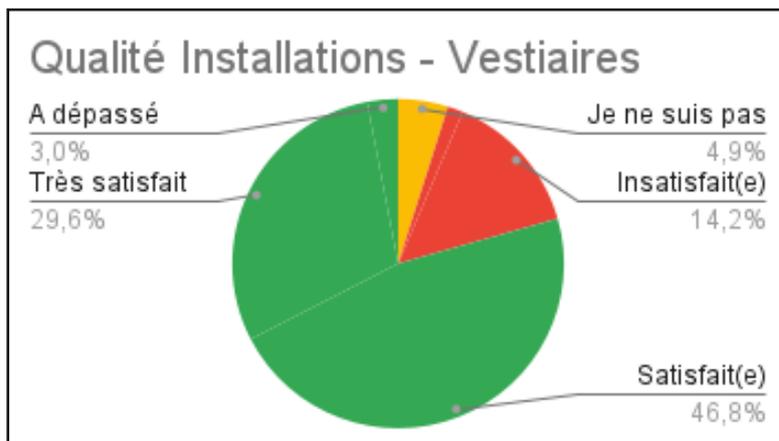
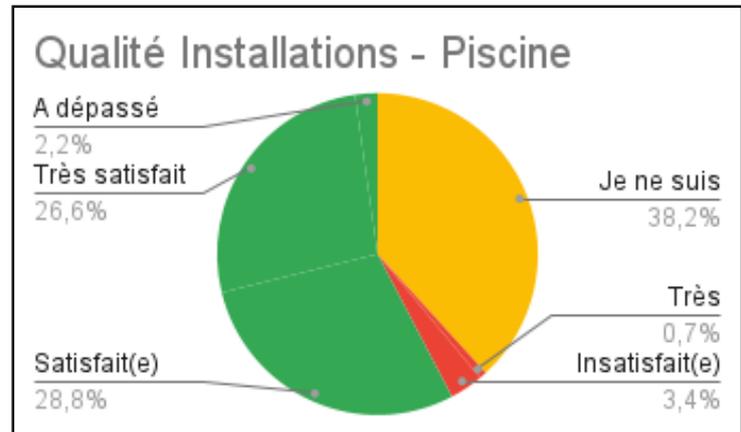
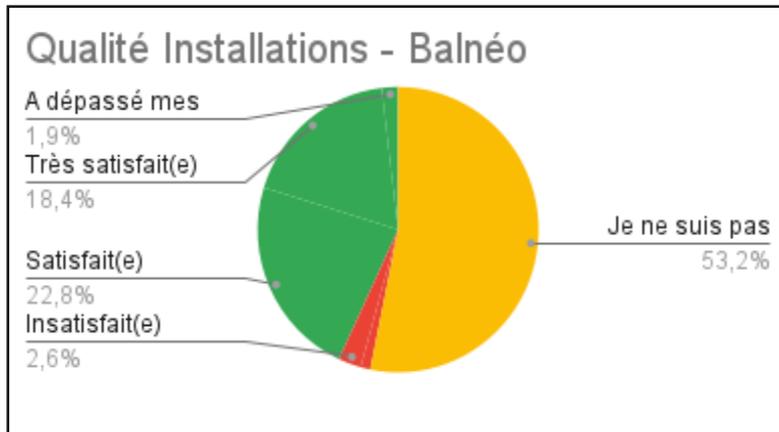
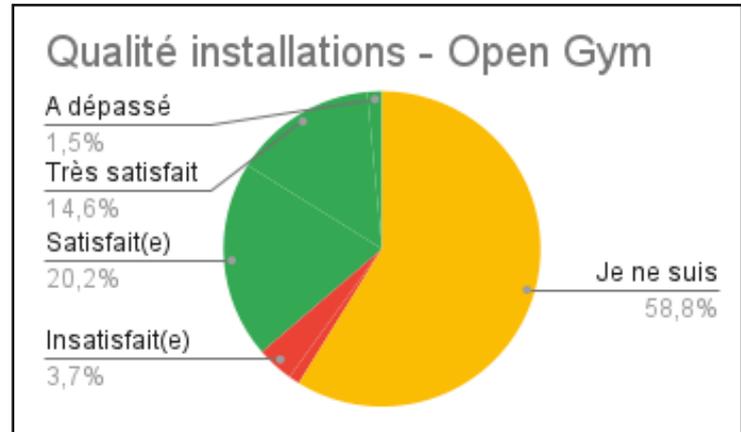
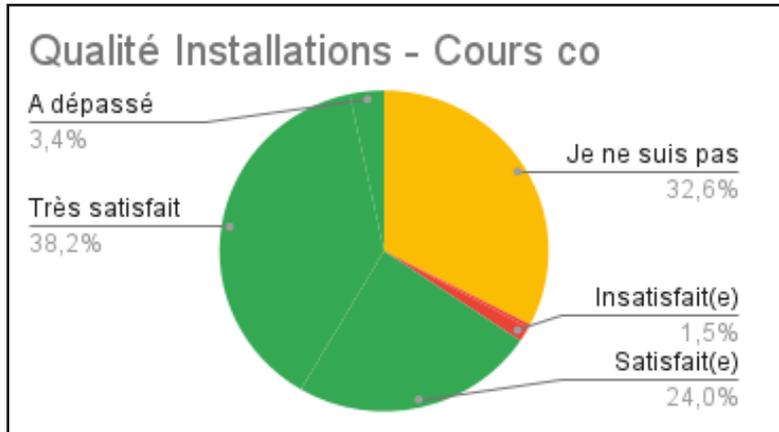
Propreté - Cycle



Propreté - Studio Training & boxe

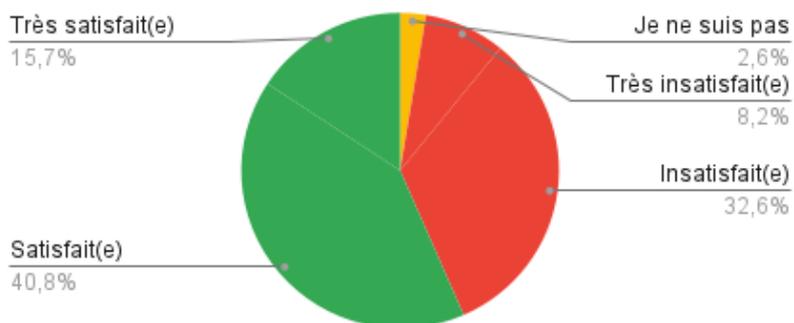


B. QUALITÉ DES INSTALLATIONS

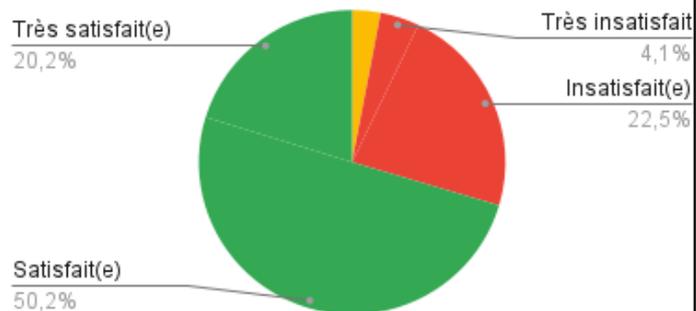


C.AMÉNAGEMENT DES VESTIAIRES

Nombre de casiers

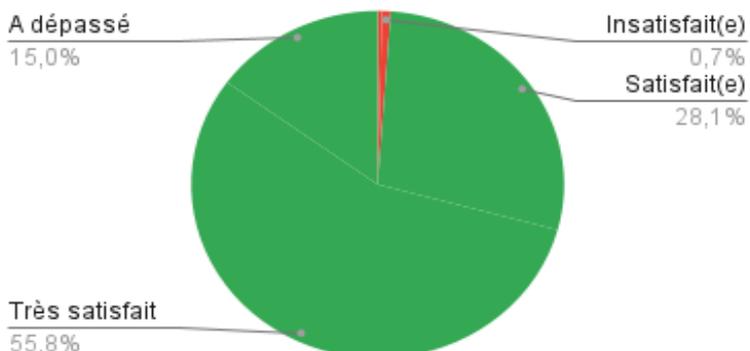


Aménagement vestiaires

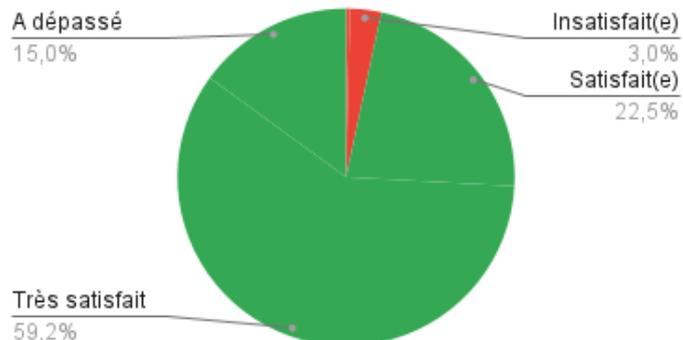


D.LE PERSONNEL D'ACCUEIL/COMMERCIAL EST :

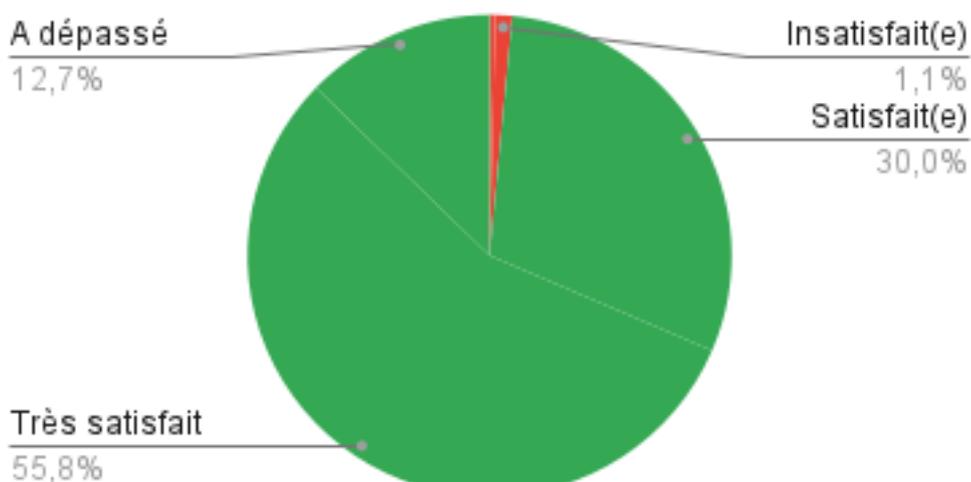
Efficace et compétent



Aimable, serviable et à l'écoute



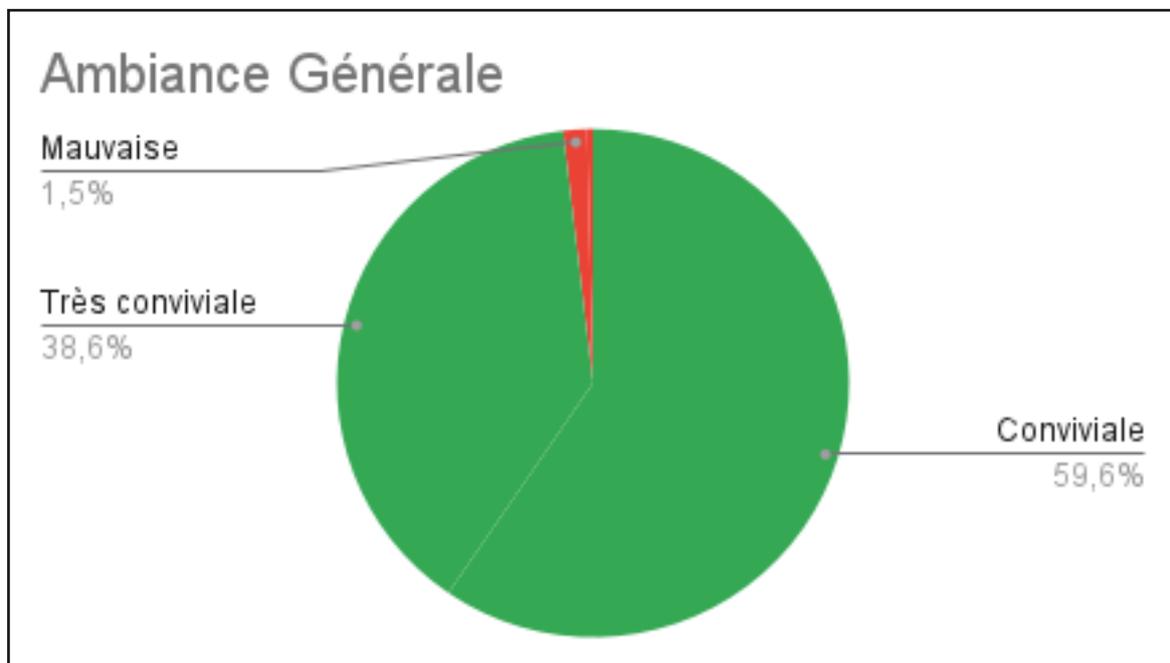
Disponible et réactif



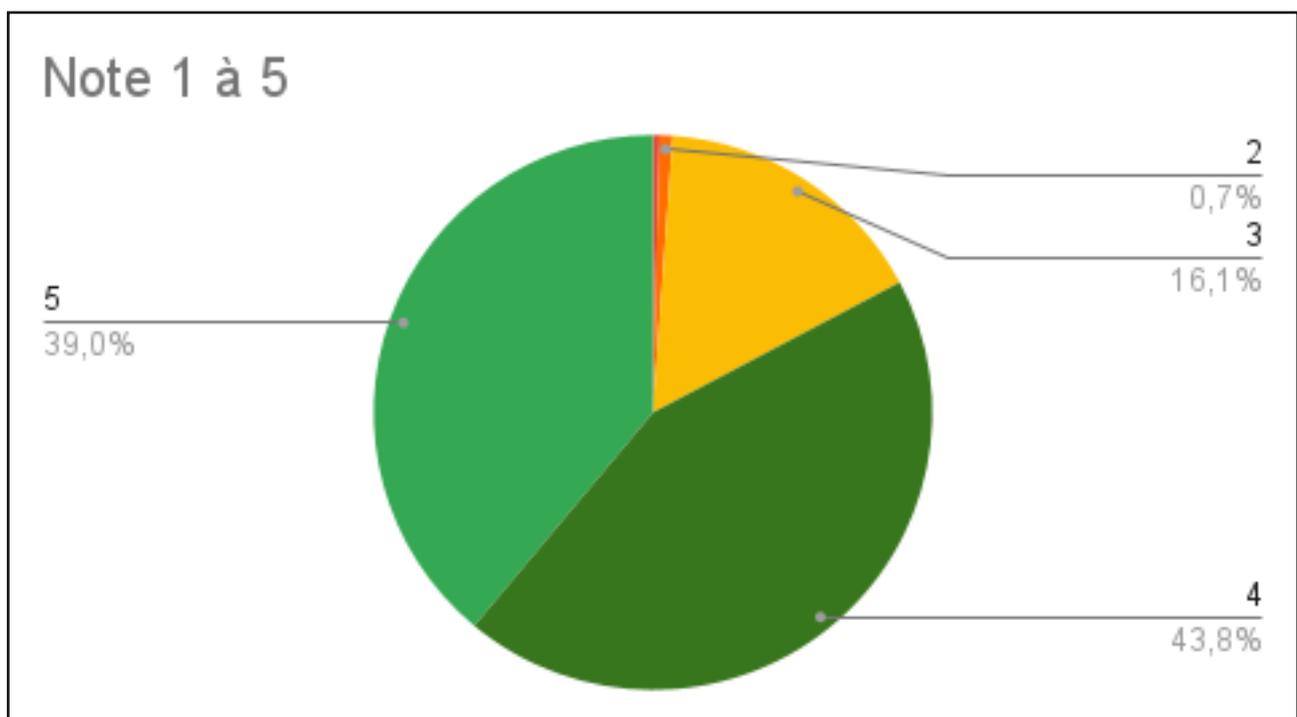
E. AMBIANCE GÉNÉRALE

● Très conviviale
Conviviale

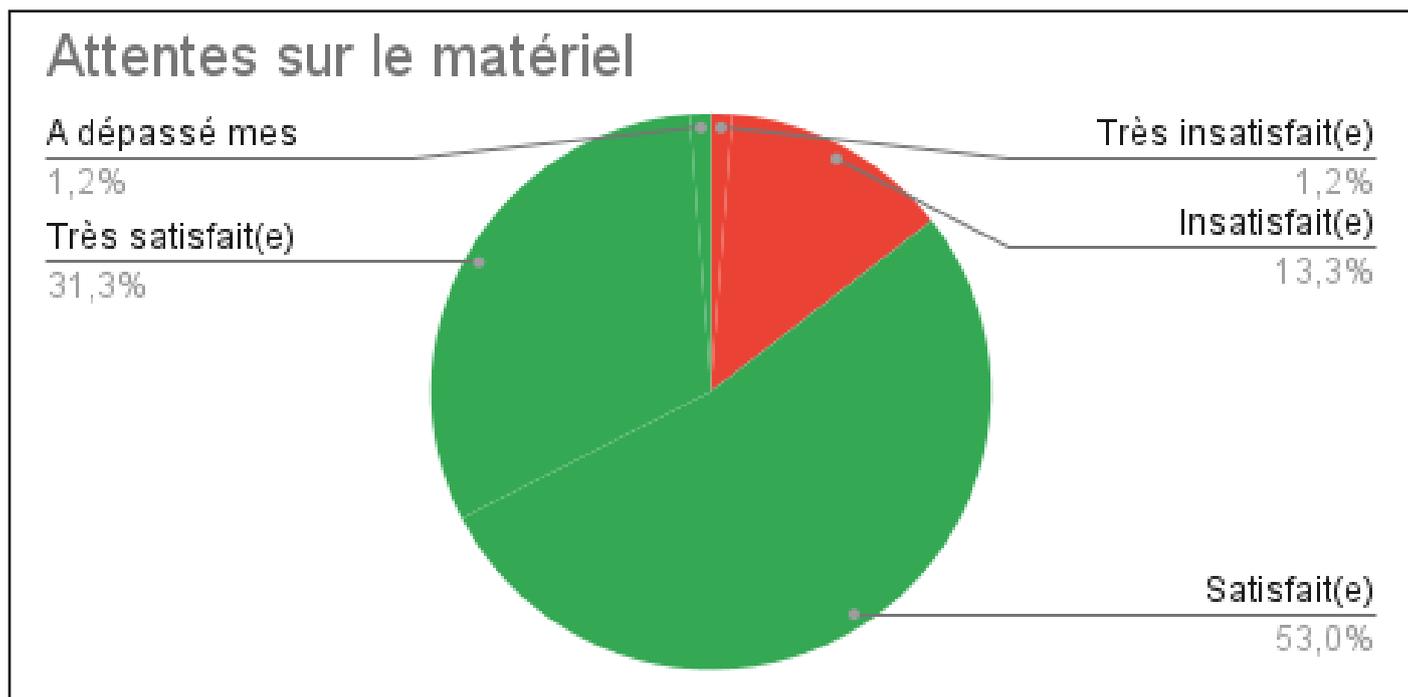
● Très mauvaise
Mauvaise



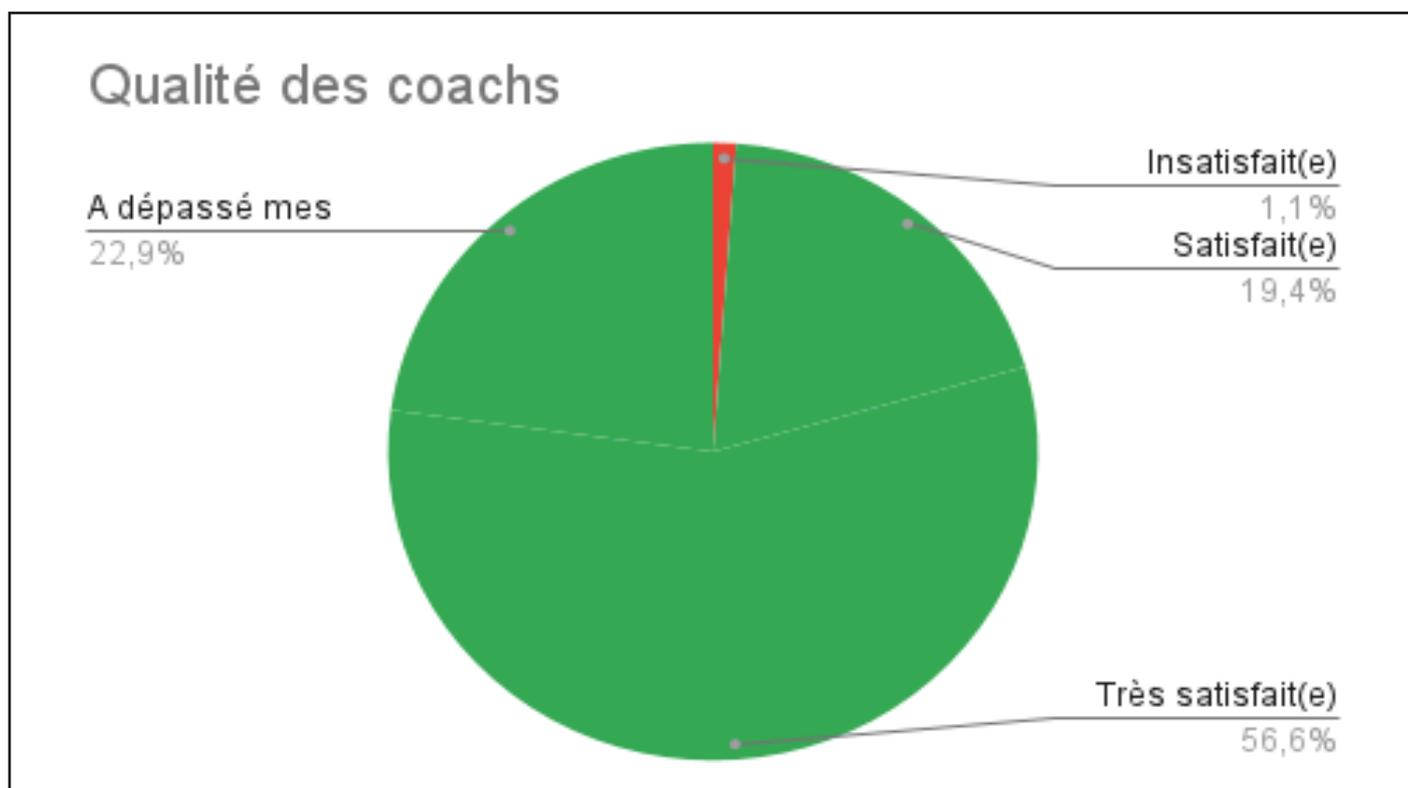
F. SI TU DEVAIS ÉVALUER SPORTING FORM :



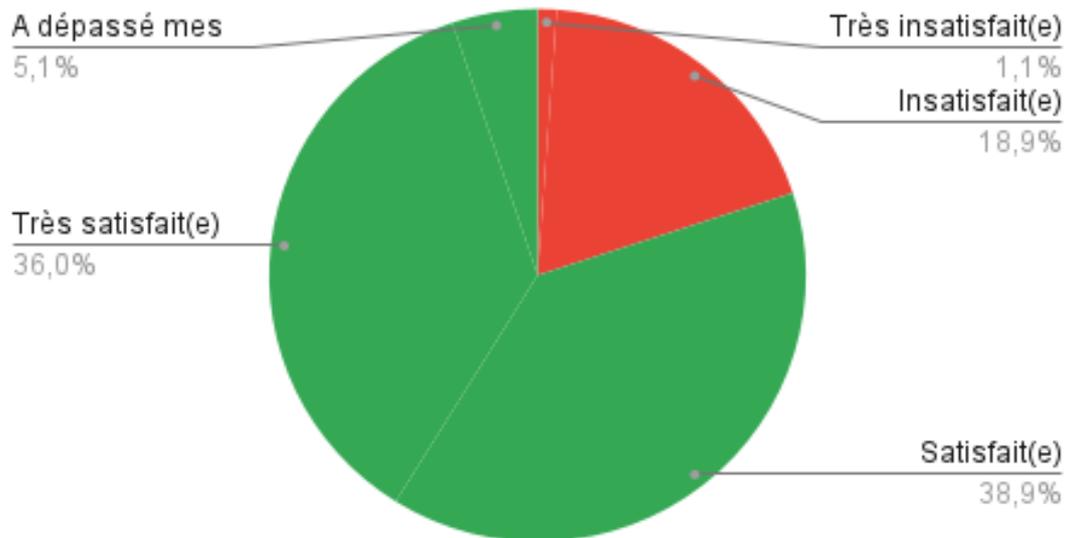
2. UNIVERS OPEN GYM - BLAGNAC (83 RÉPONDANTS)



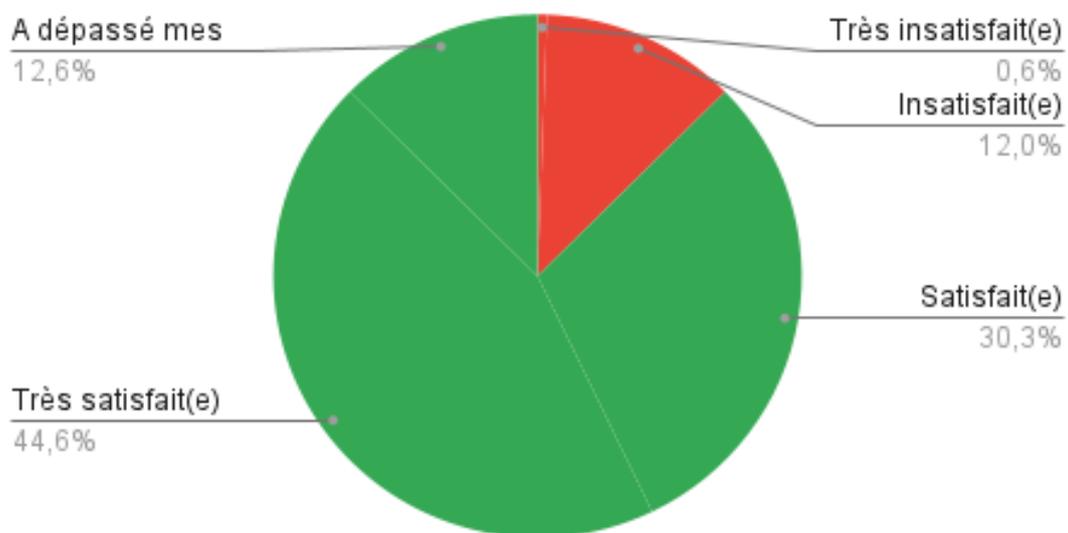
3. UNIVERS COURS COLLECTIFS - BLAGNAC (175 RÉPONDANTS)



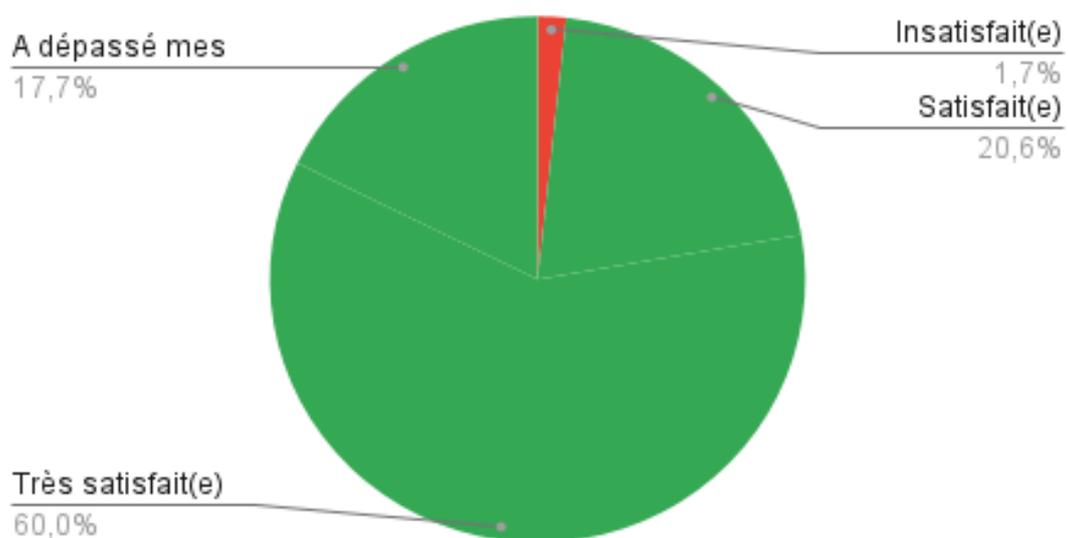
Planning des cours



Diversité des cours



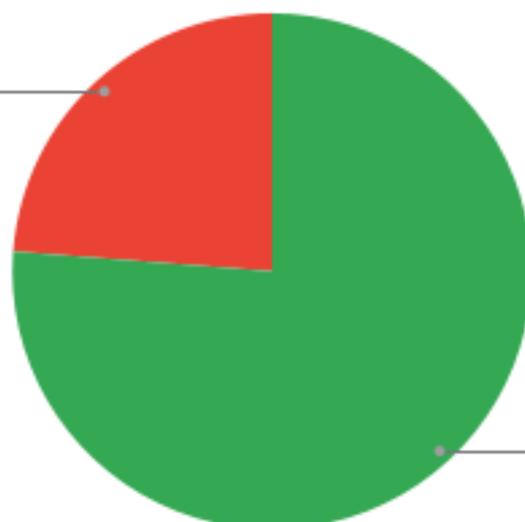
Qualité des cours



4. UNIVERS AQUA - BLAGNAC (143 RÉPONDANTS)

Attentes Planning

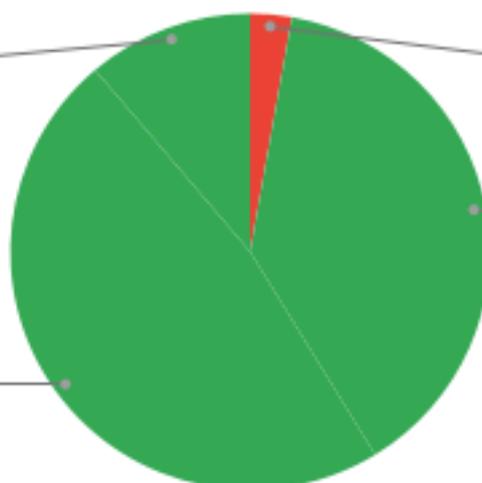
Non
23,8%



Oui
76,2%

Qualité des coachs

A dépassé mes
11,2%



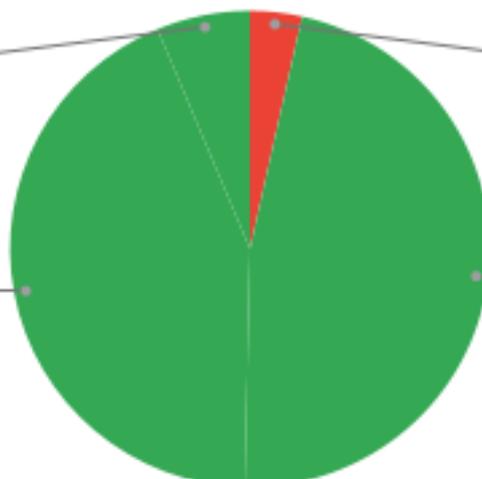
Insatisfait(e)
2,8%

Satisfait(e)
38,5%

Très satisfait(e)
47,6%

Propreté de l'eau

A dépassé mes
6,3%

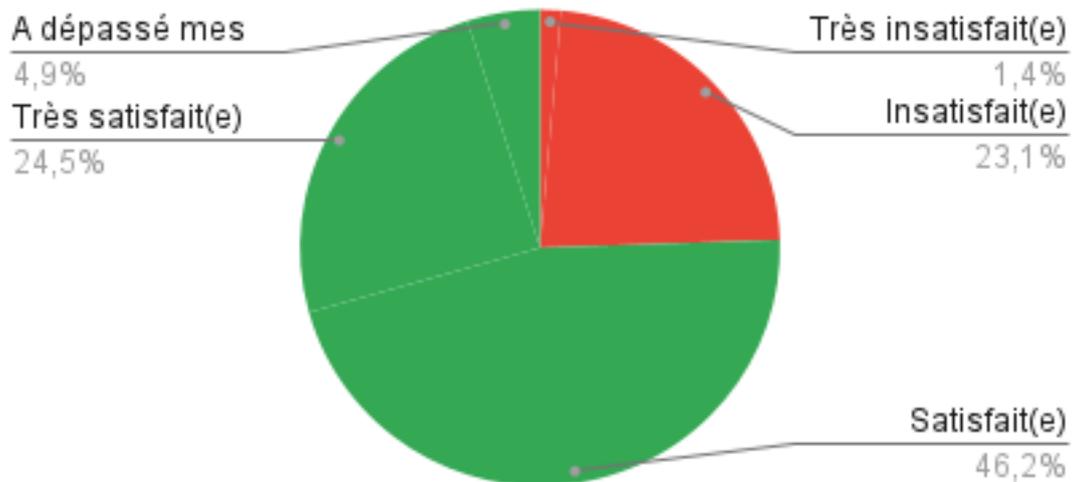


Insatisfait(e)
3,5%

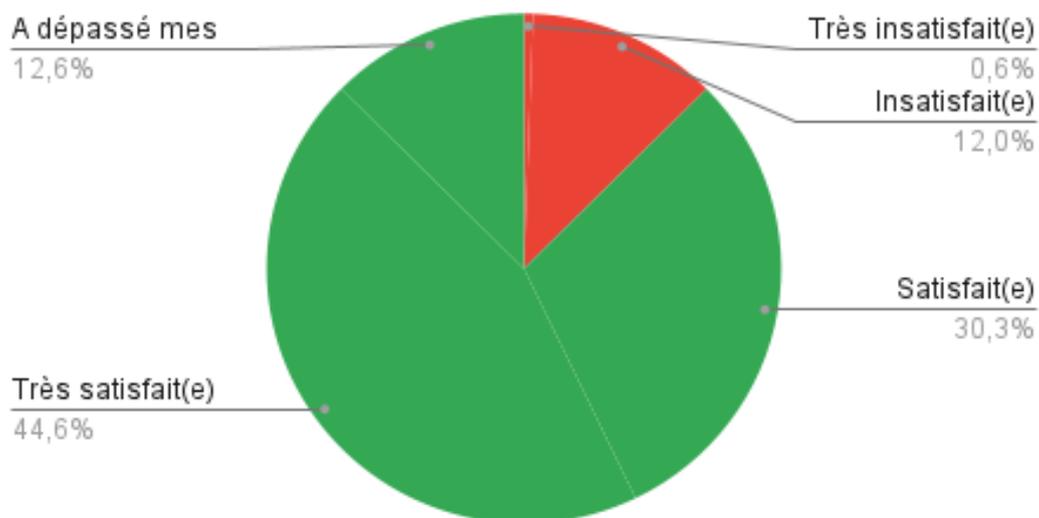
Satisfait(e)
46,9%

Très satisfait(e)
43,4%

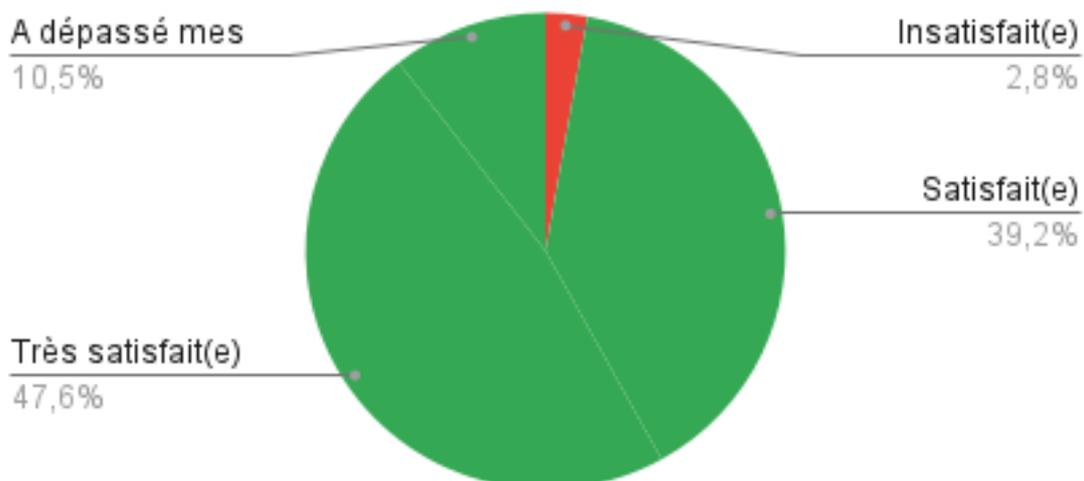
Température de l'eau



Diversité des cours



Qualité des cours

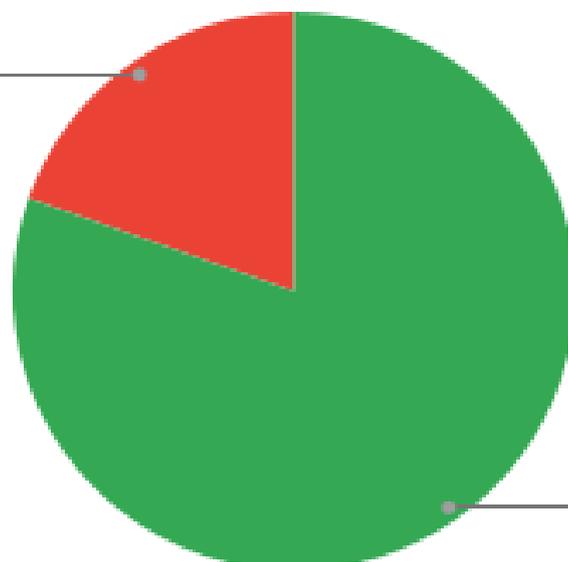


5. UNIVERS TRAINING - BLAGNAC (51 RÉPONDANTS)

Attentes Planning

Non

19,6%



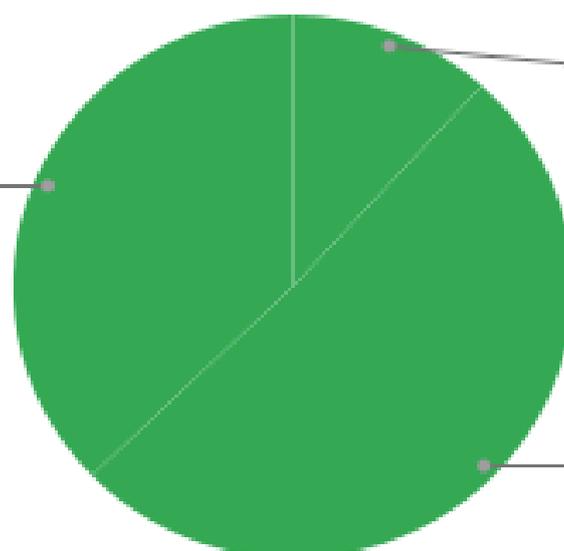
Oui

80,4%

Qualité des coachs

A dépassé mes

37,3%



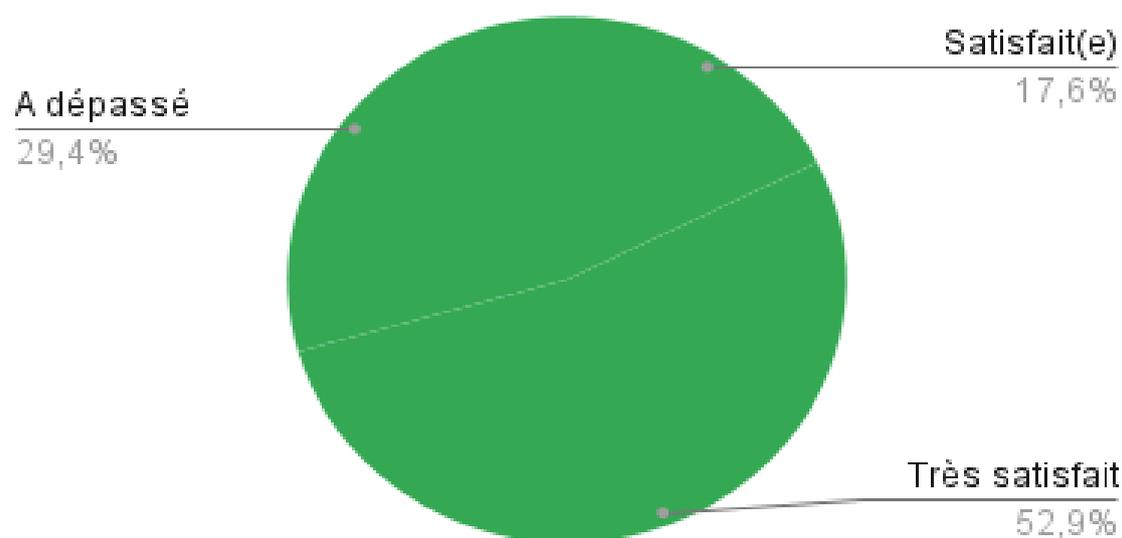
Satisfait(e)

11,8%

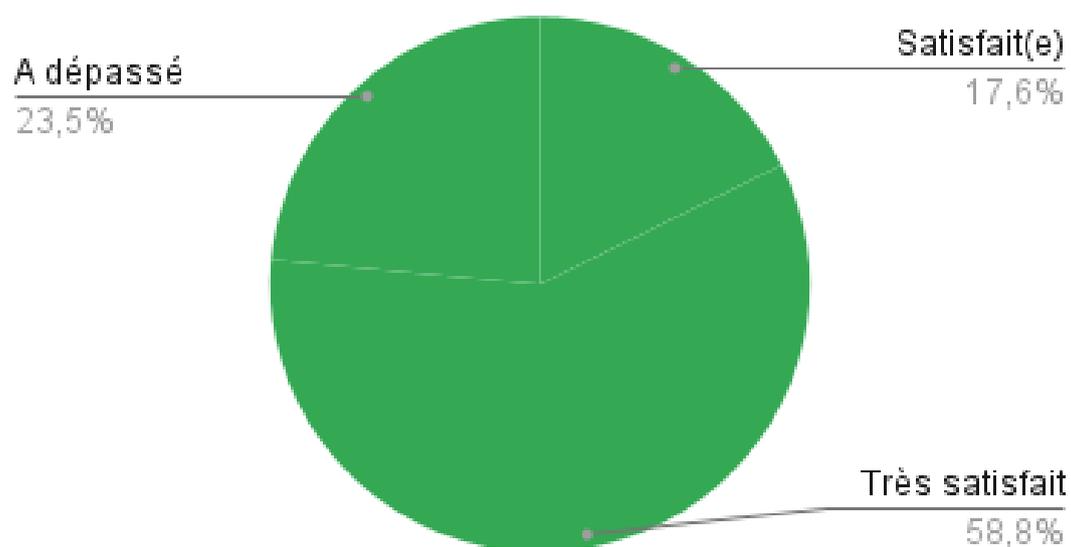
Très satisfait(e)

51,0%

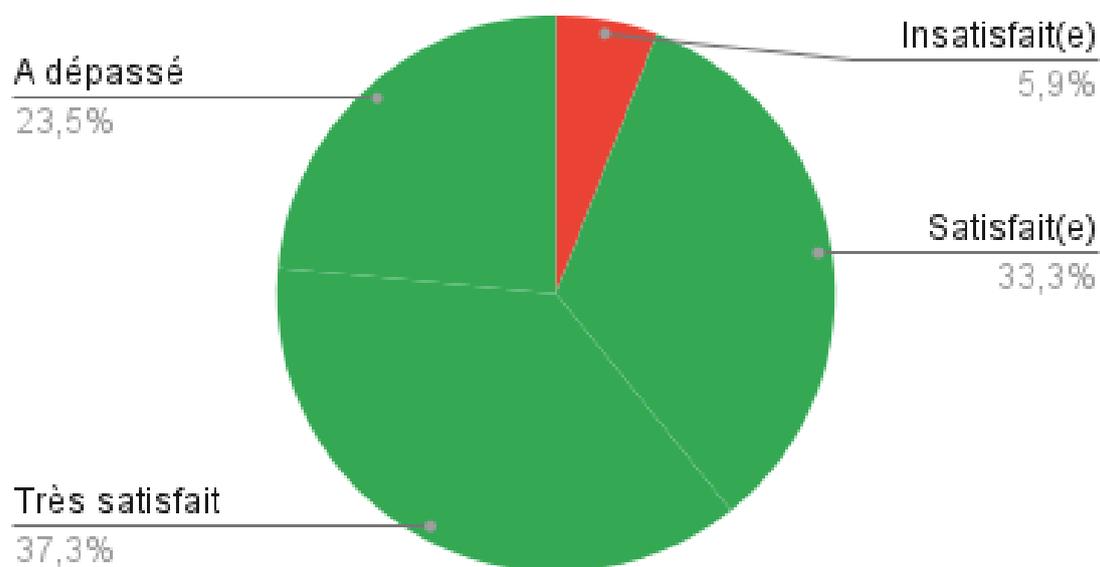
La qualité des Trainings



L'efficacité des Trainings

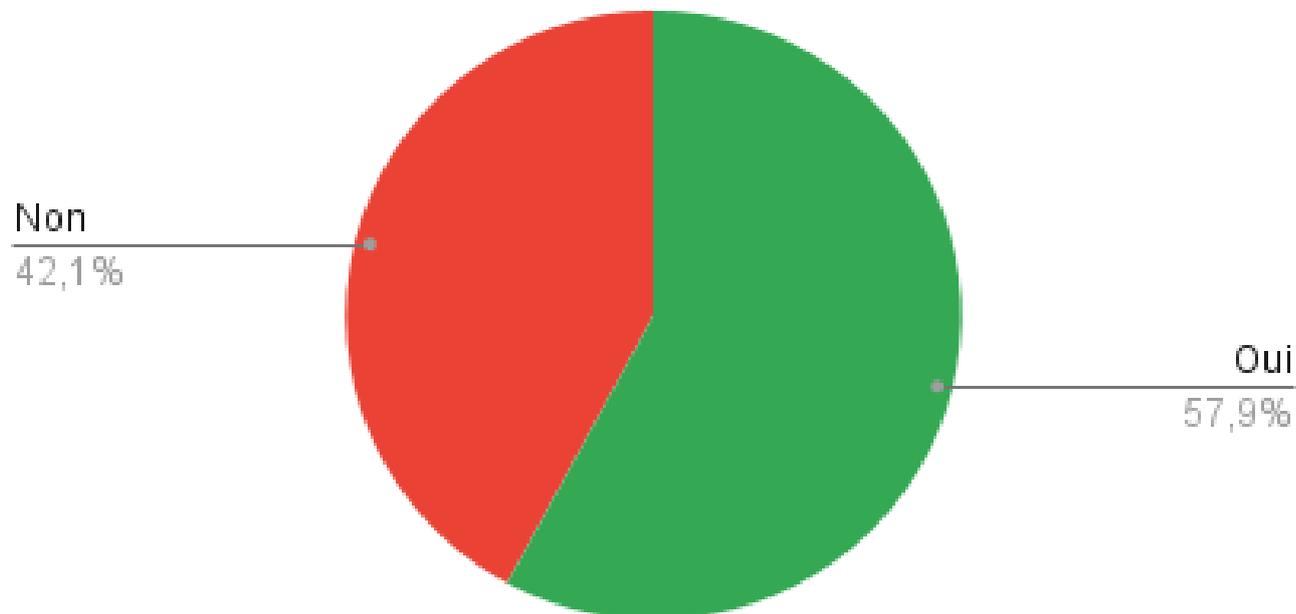


La diversité des Trainings

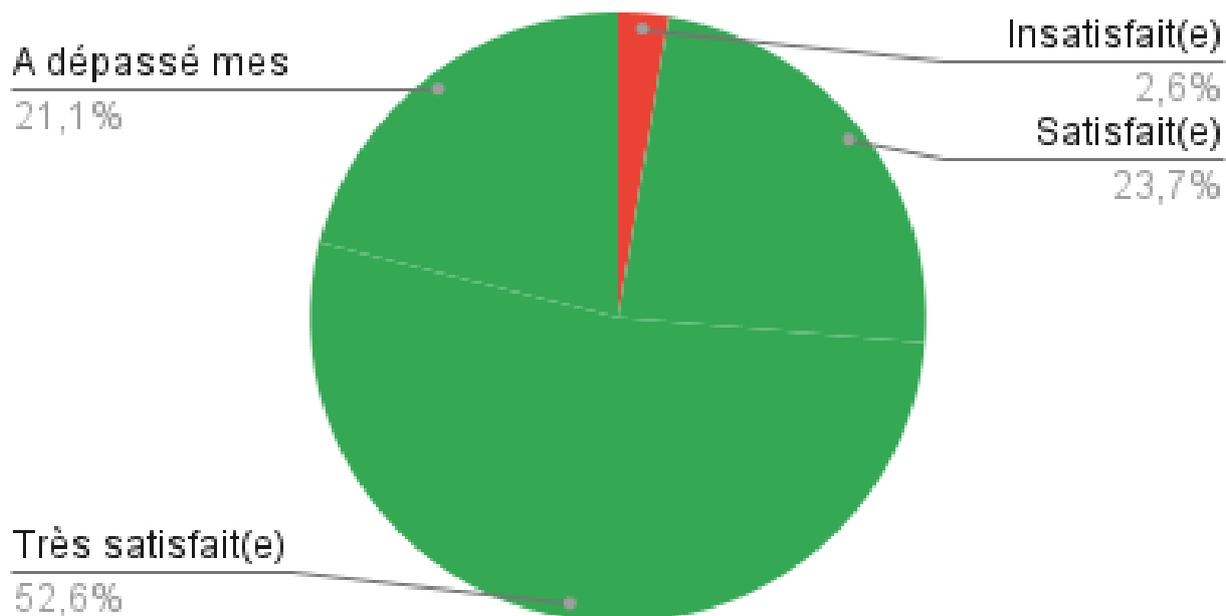


6. UNIVERS YOGA - BLAGNAC (38 RÉPONDANTS)

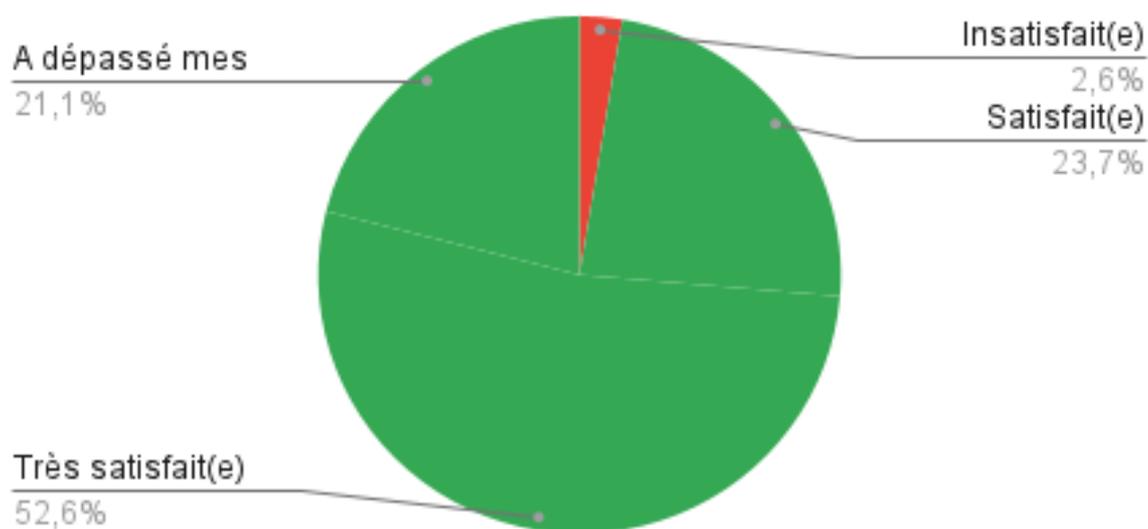
Attentes planning



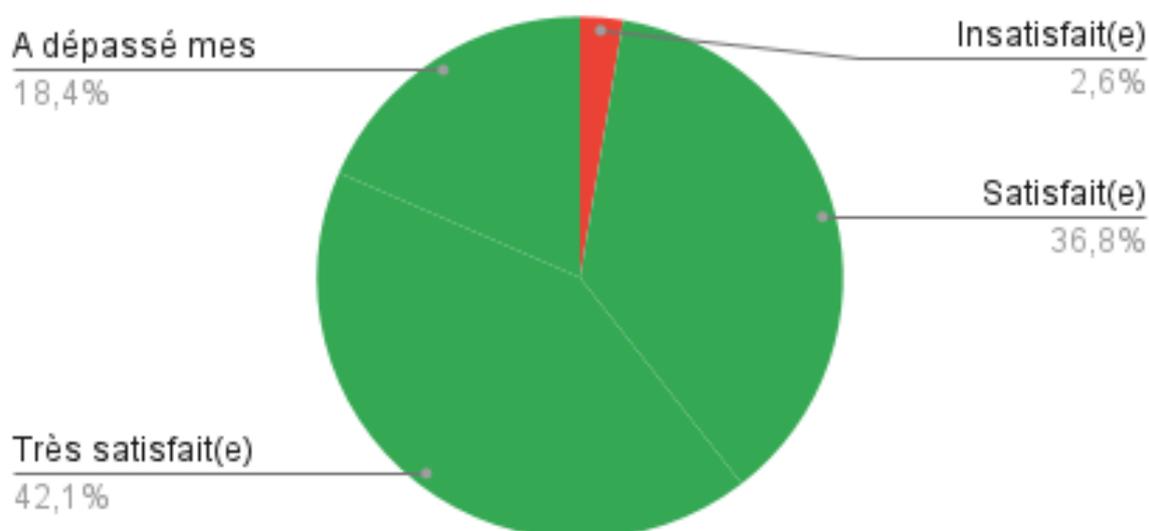
Qualité des professeurs



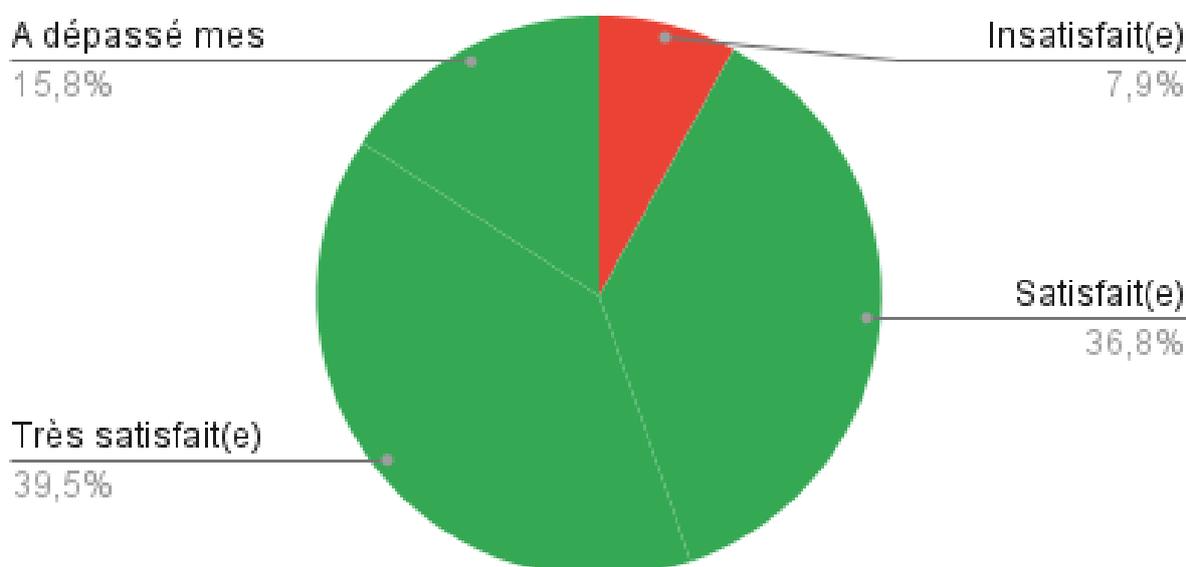
La qualité des cours



L'efficacité des cours Yoga

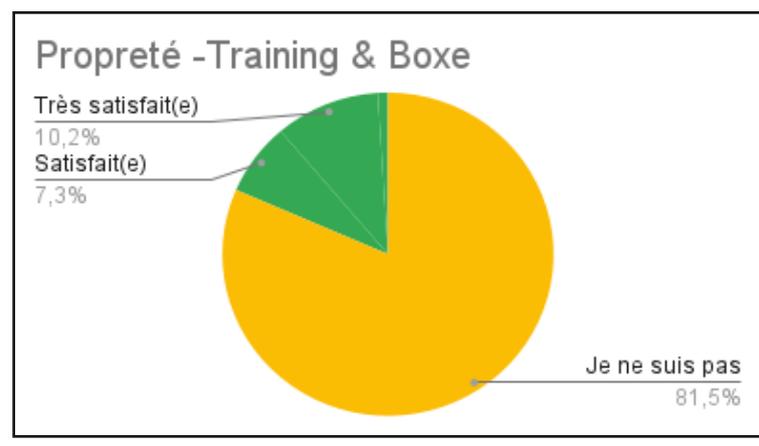
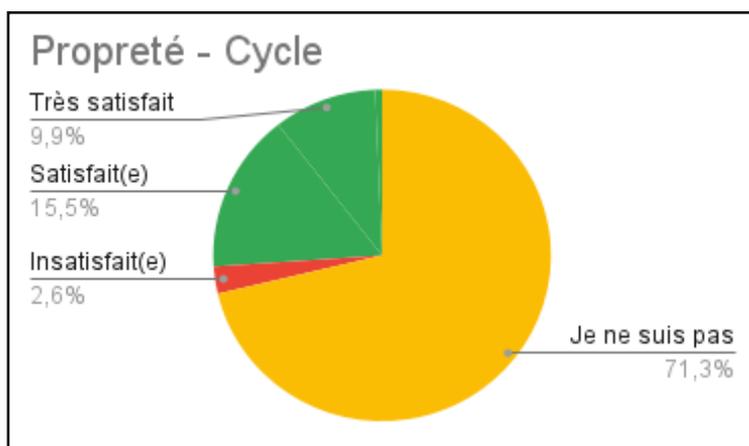
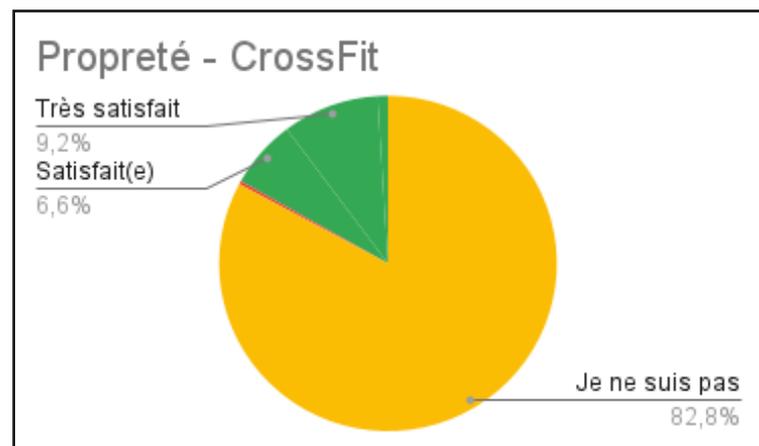
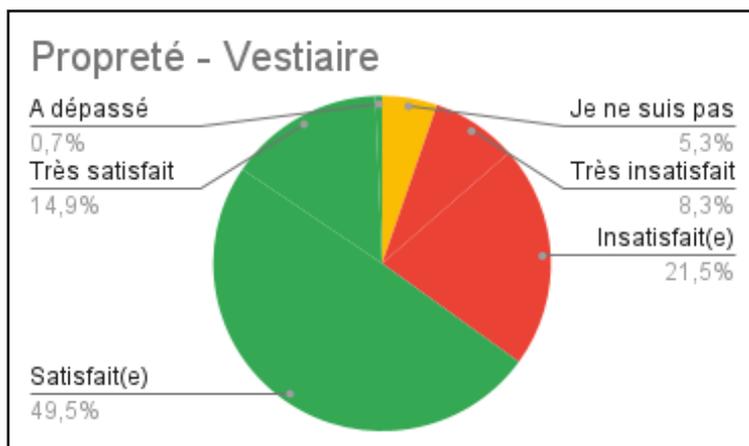
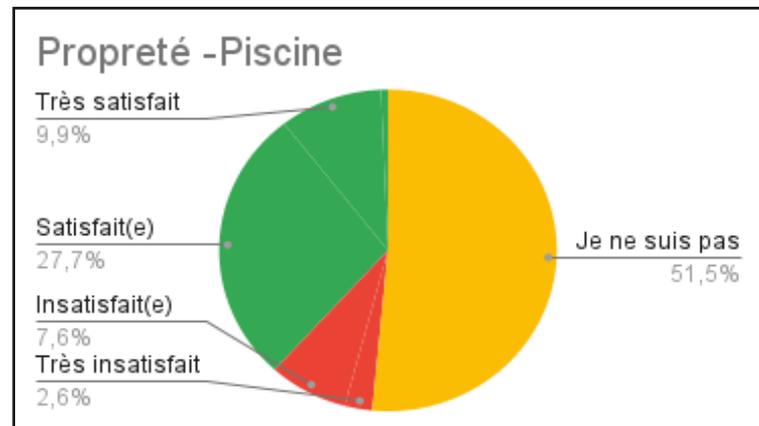
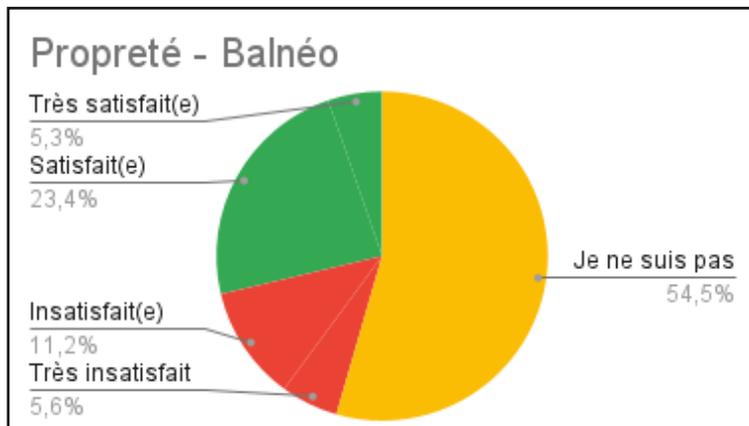
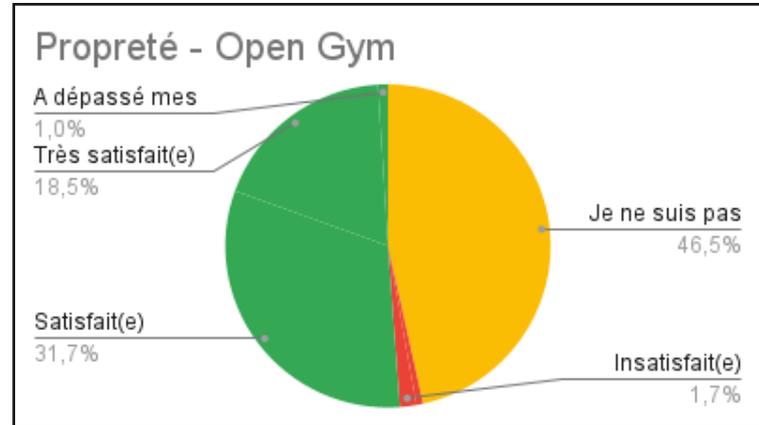
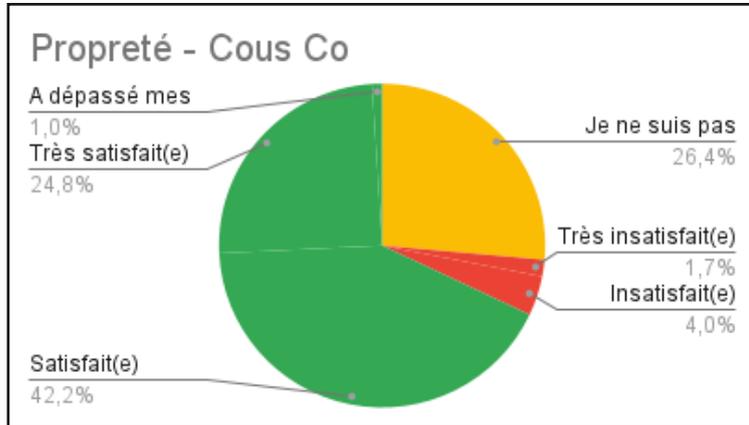


La diversité des cours

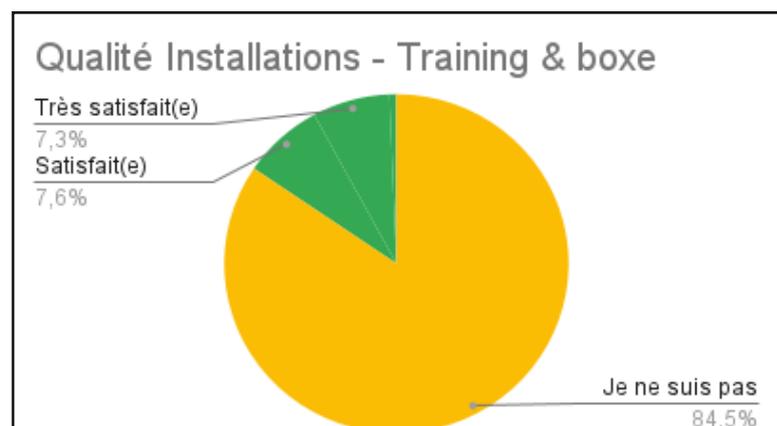
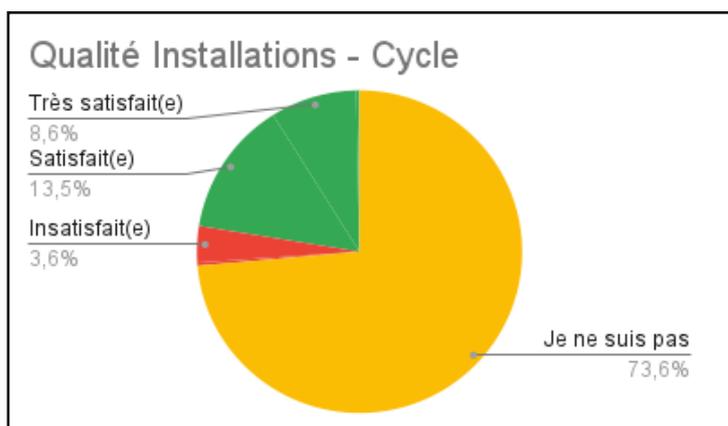
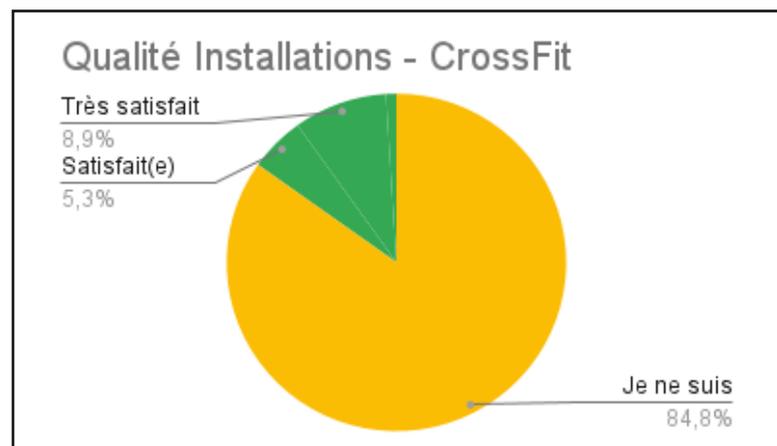
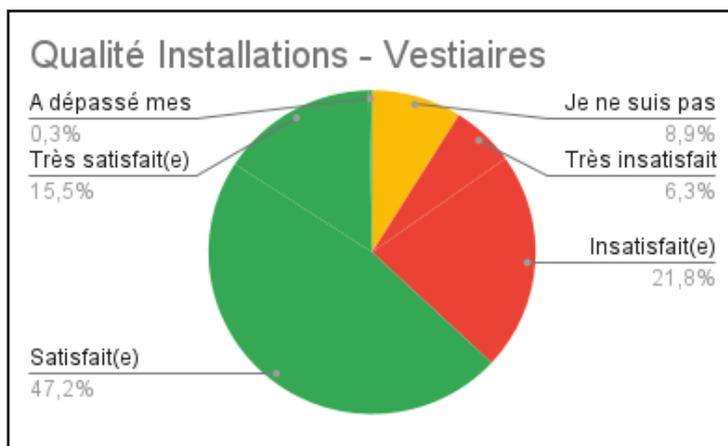
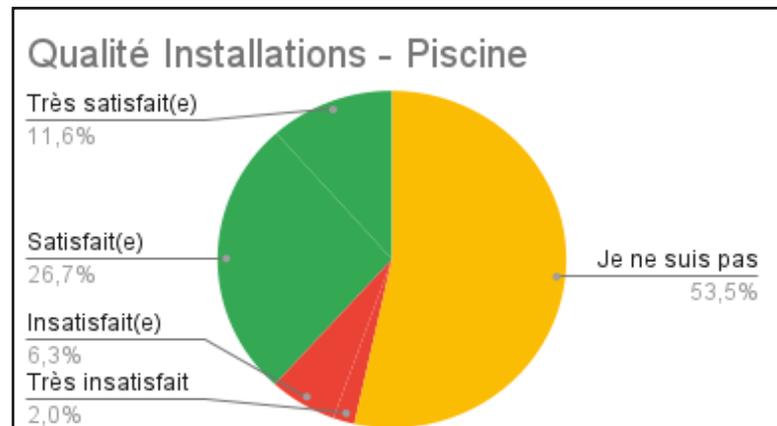
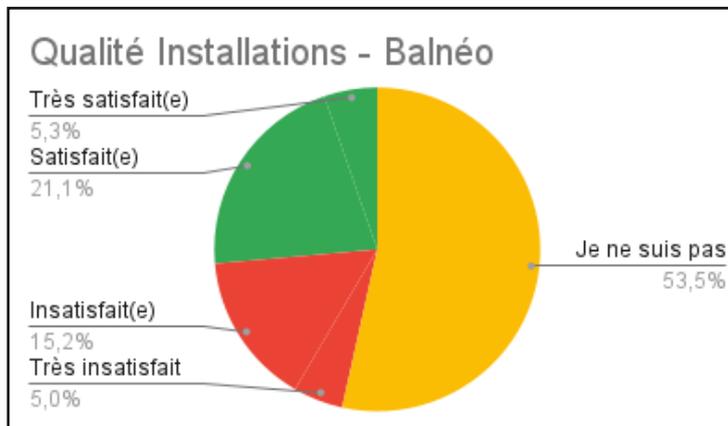
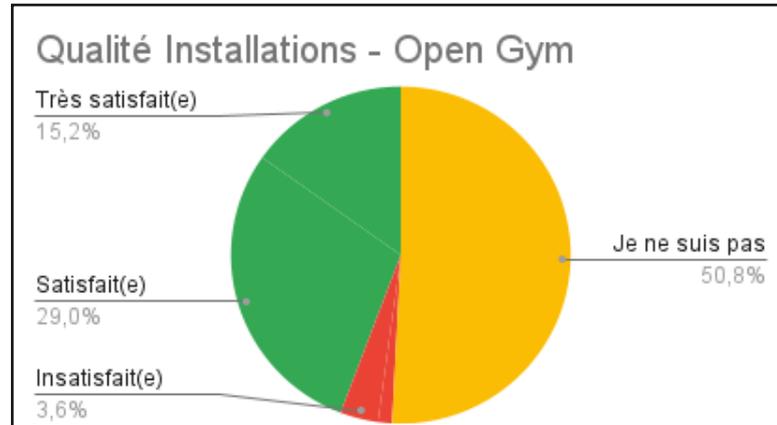
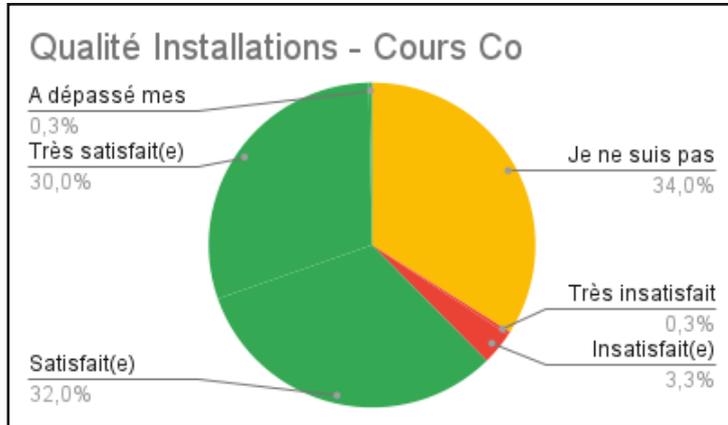


1. INFORMATIONS GÉNÉRALES - TOULOUSE

A. PROPRETÉ DES INSTALLATIONS

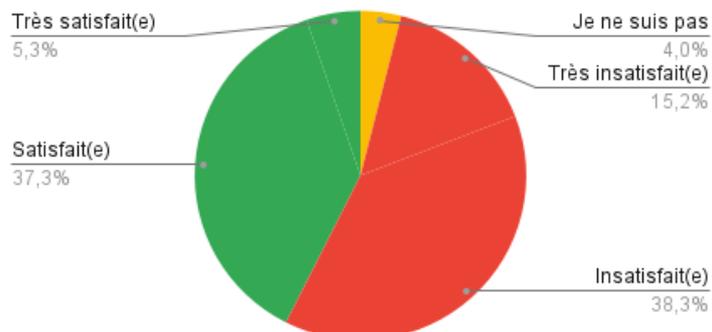


B. QUALITÉ DES INSTALLATIONS

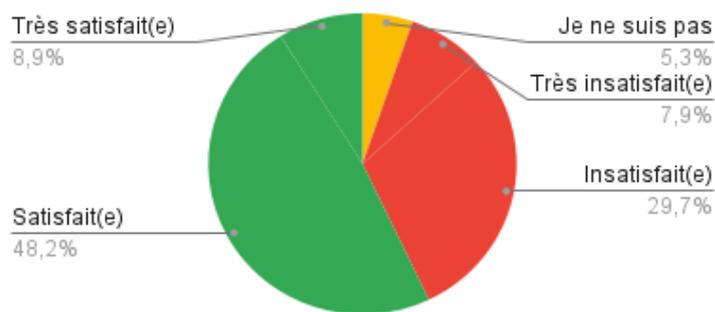


C. AMÉNAGEMENT DES VESTIAIRES

Nombre de casiers

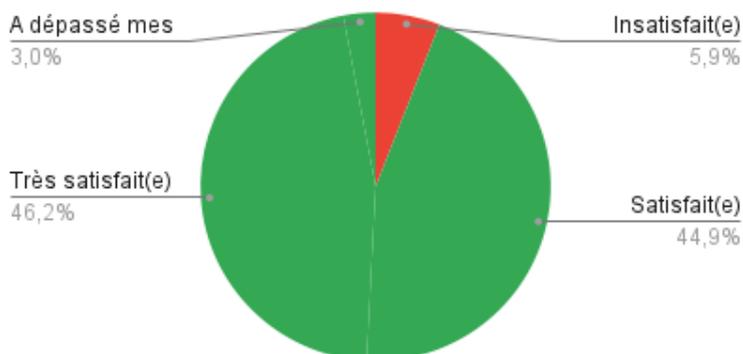


Aménagement Vestiaires

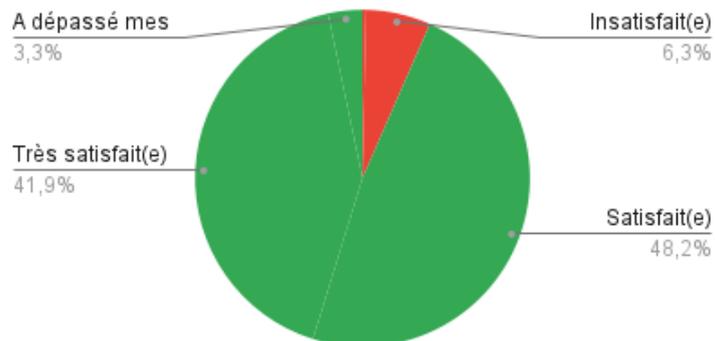


D. LE PERSONNEL D'ACCUEIL/COMMERCIAL EST :

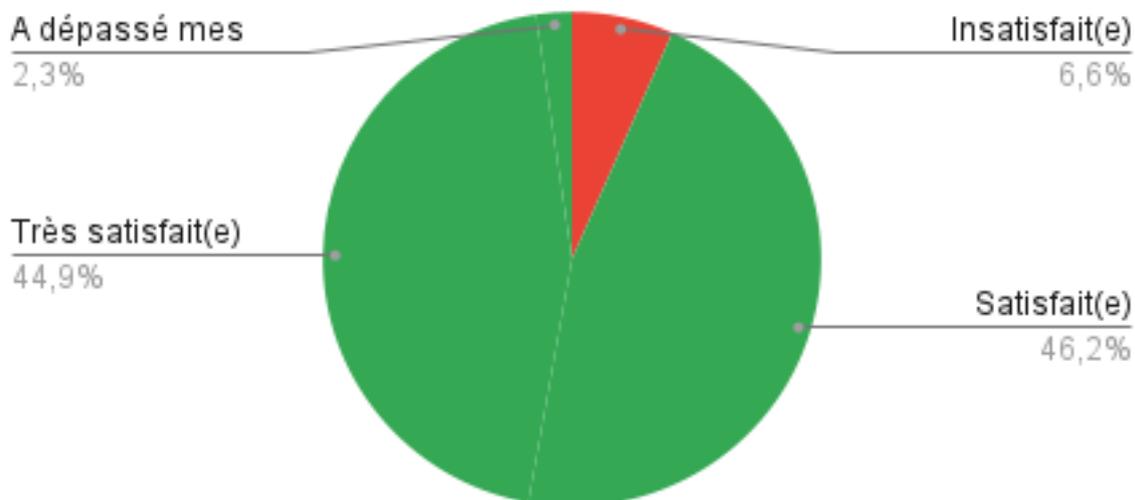
Aimable, serviable et à l'écoute



Disponible et réactif



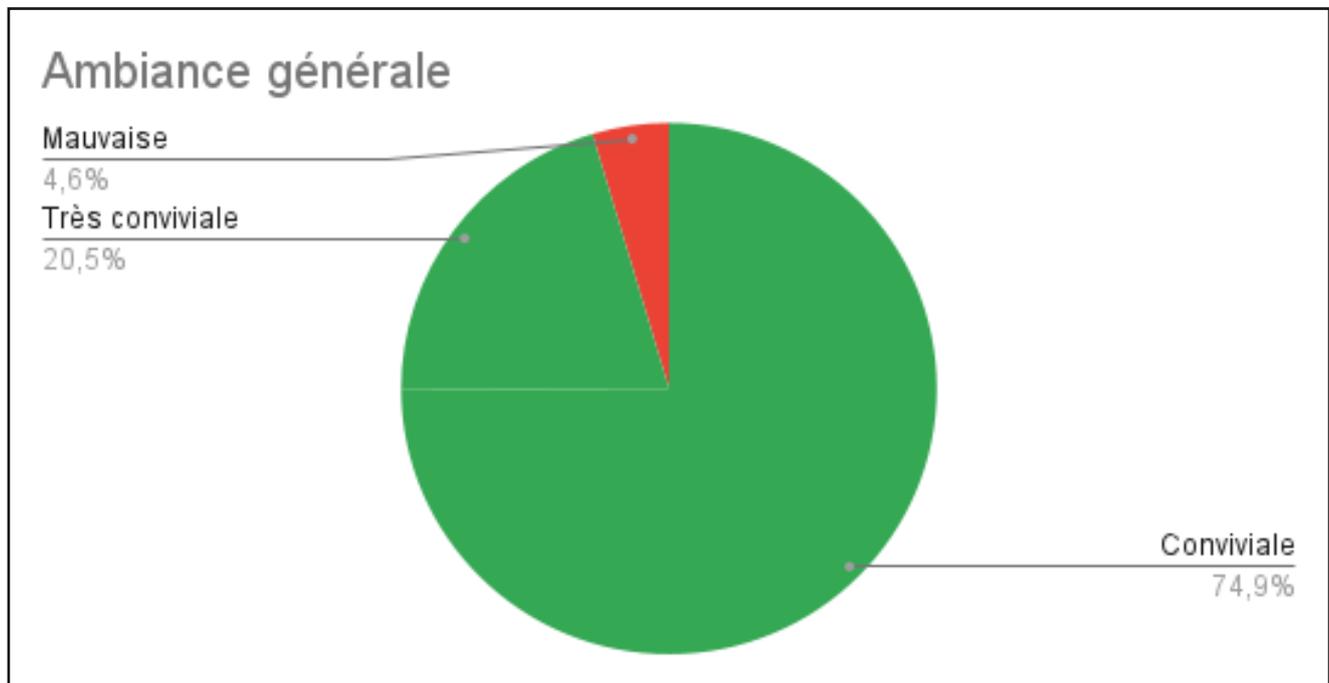
Efficace et compétent



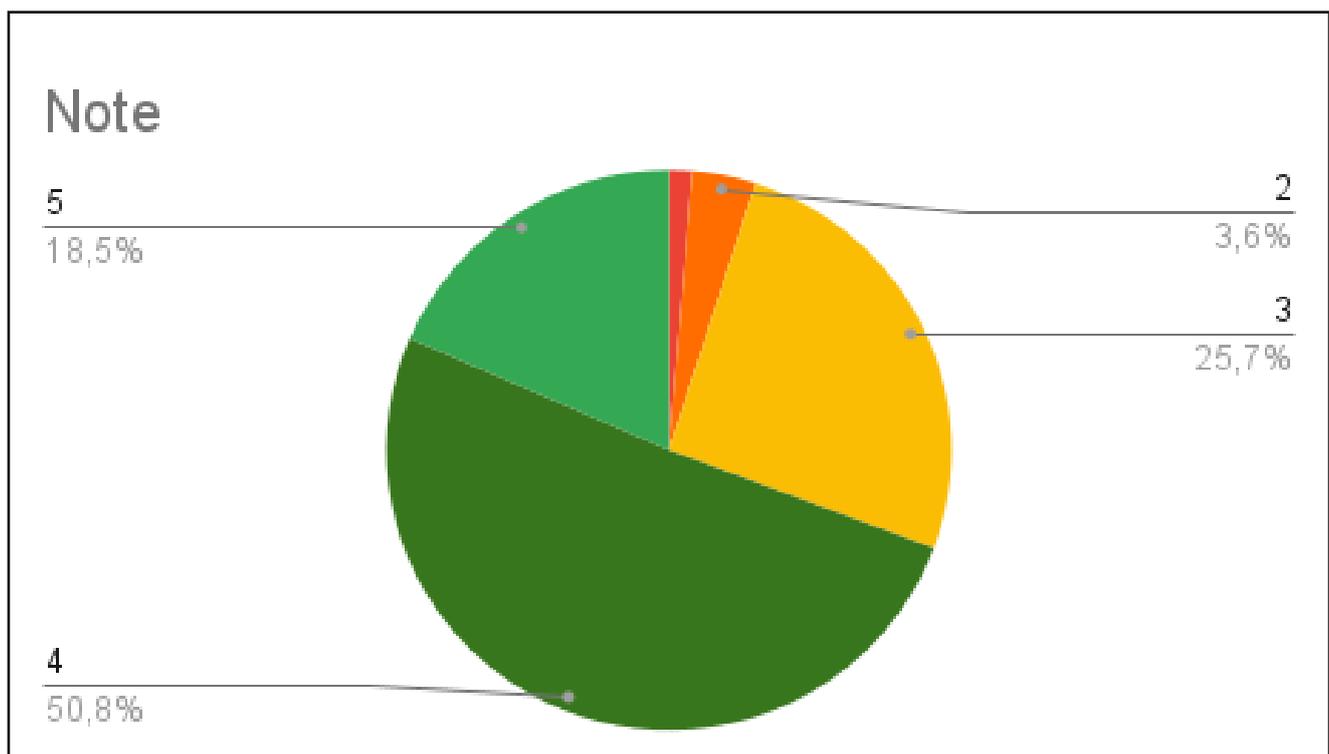
E. AMBIANCE GÉNÉRALE

● Très conviviale
Conviviale

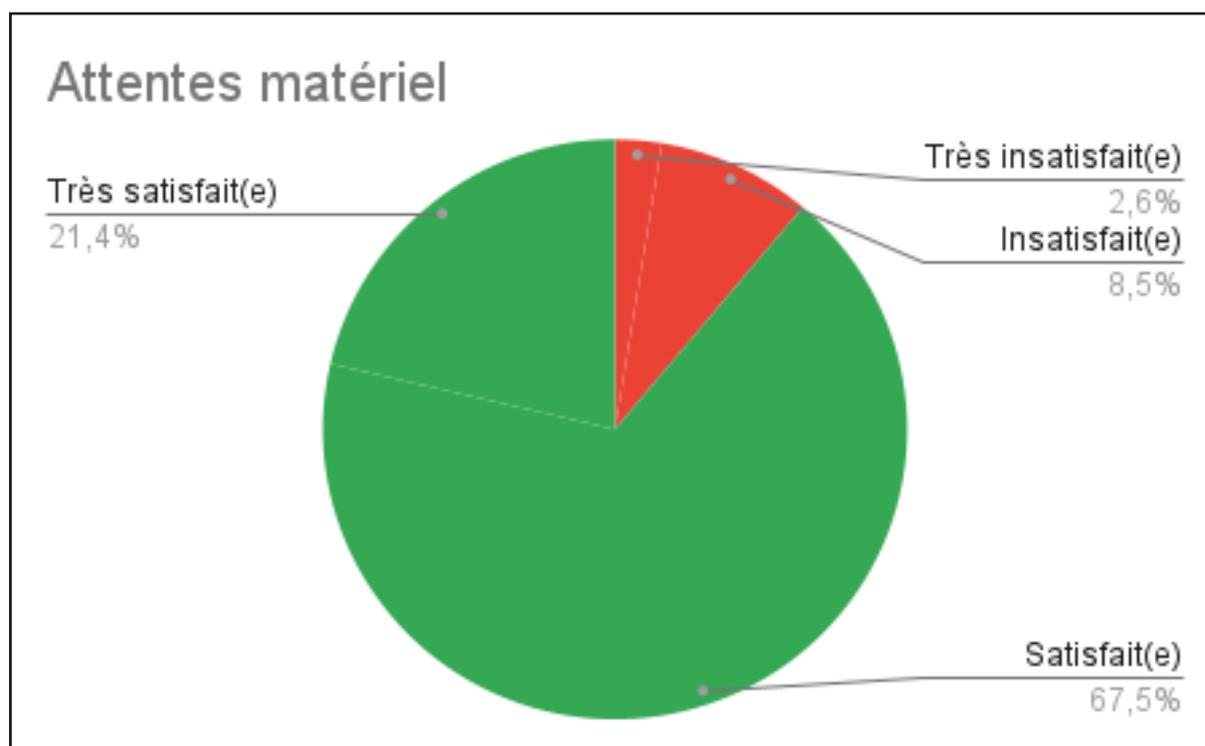
● Très mauvaise
Mauvaise



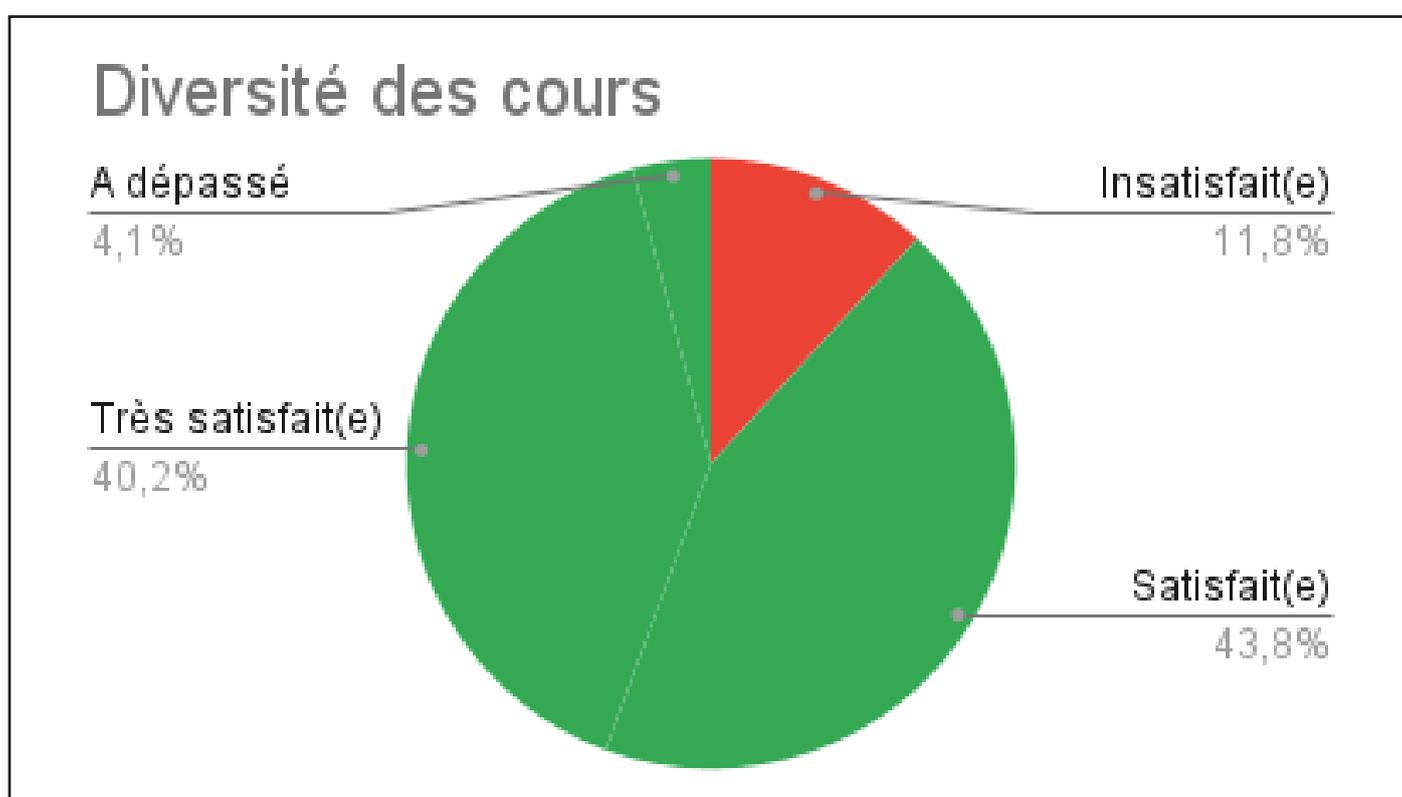
F. SI TU DEVAIS ÉVALUER SPORTING FORM :



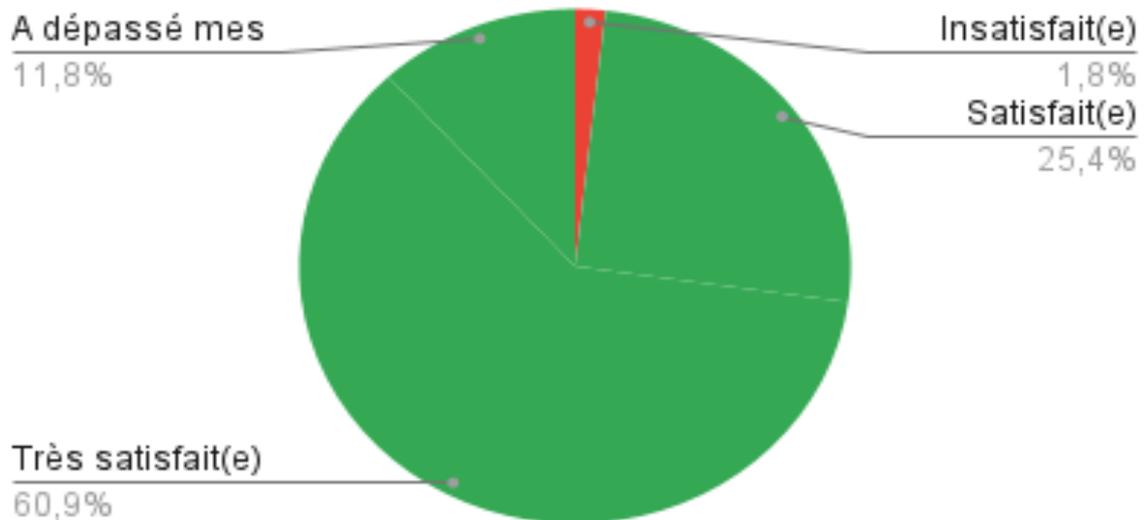
2. UNIVERS OPEN GYM - TOULOUSE (117 RÉPONDANTS)



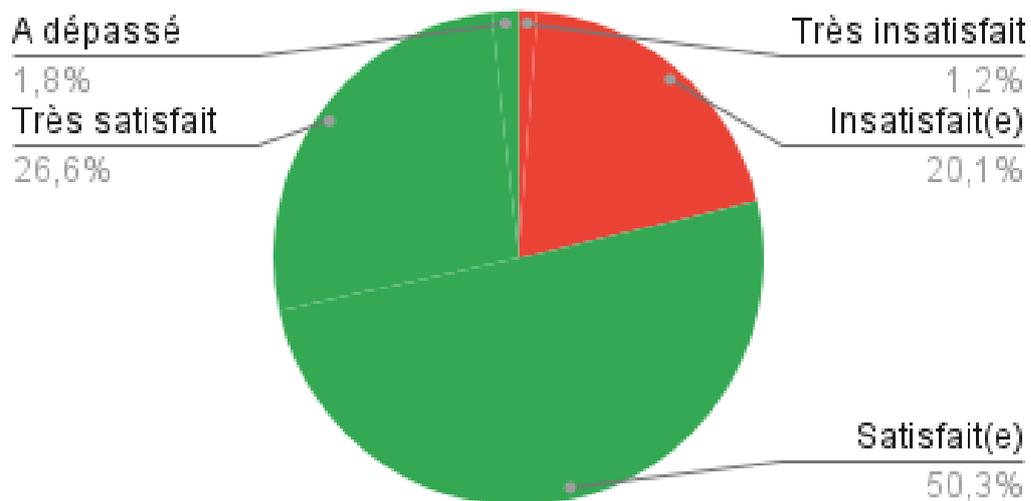
3. UNIVERS COURS COLLECTIFS - TOULOUSE (169 RÉPONDANTS)



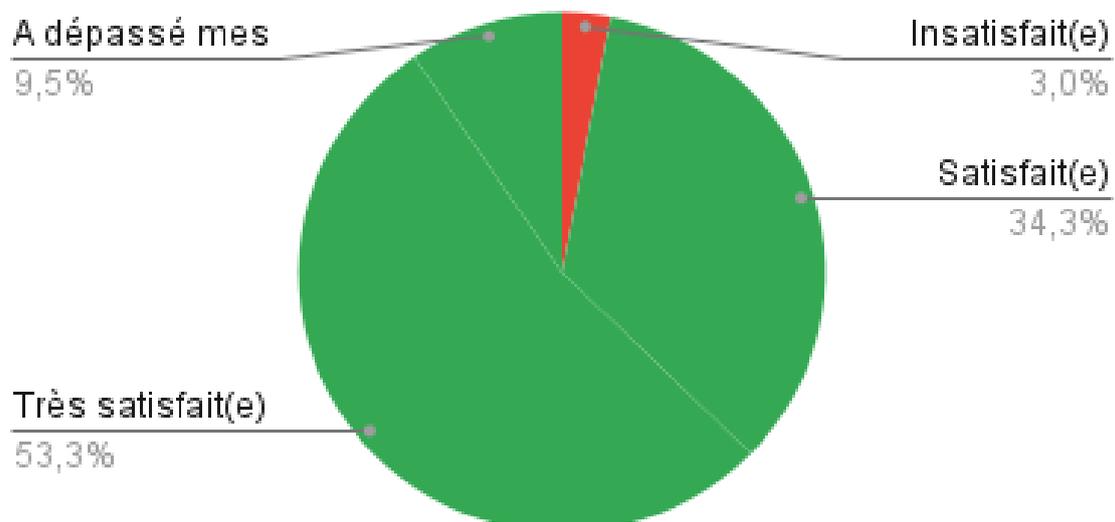
Qualité des coachs



Planning des cours

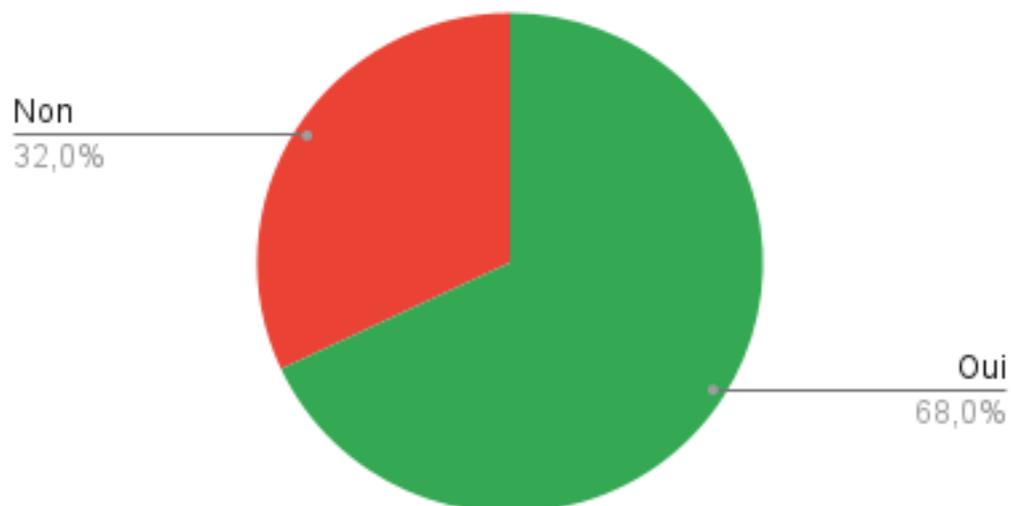


Qualité des cours

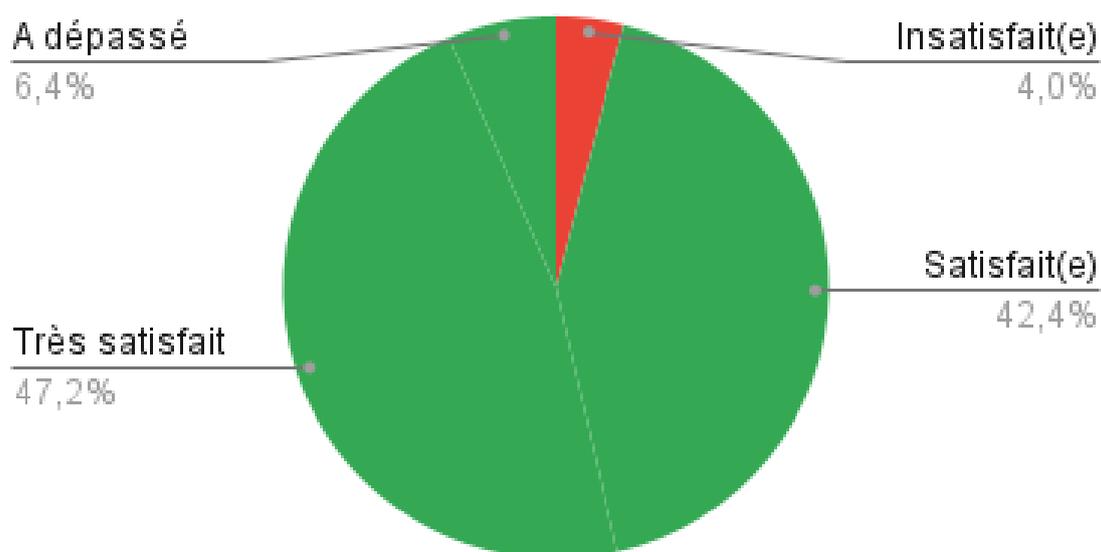


4. UNIVERS AQUA - TOULOUSE (125 RÉPONDANTS)

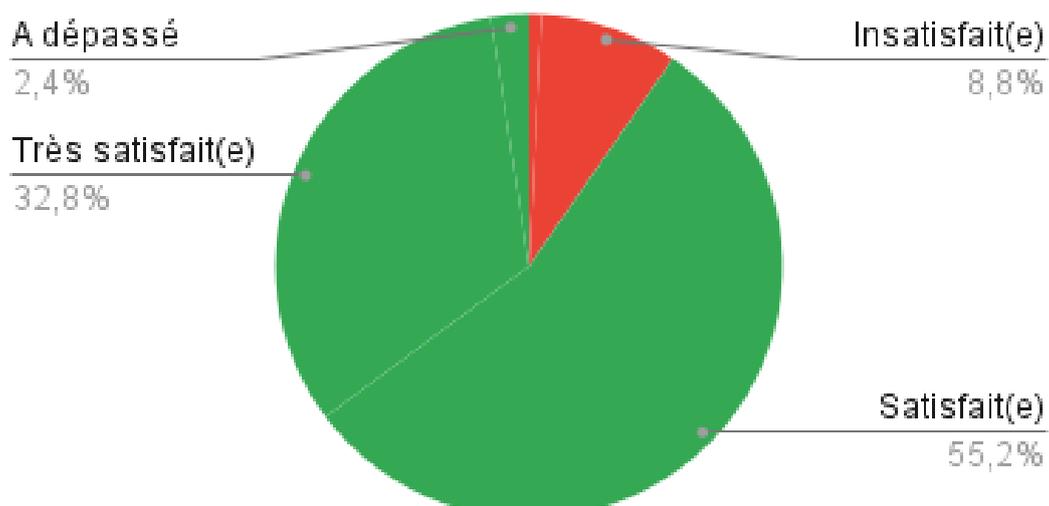
Attentes Planning



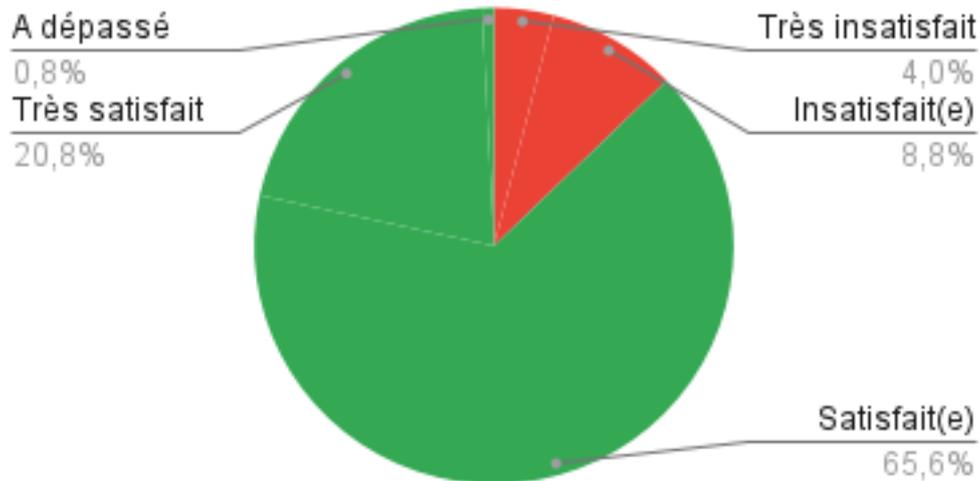
Qualité des coaches



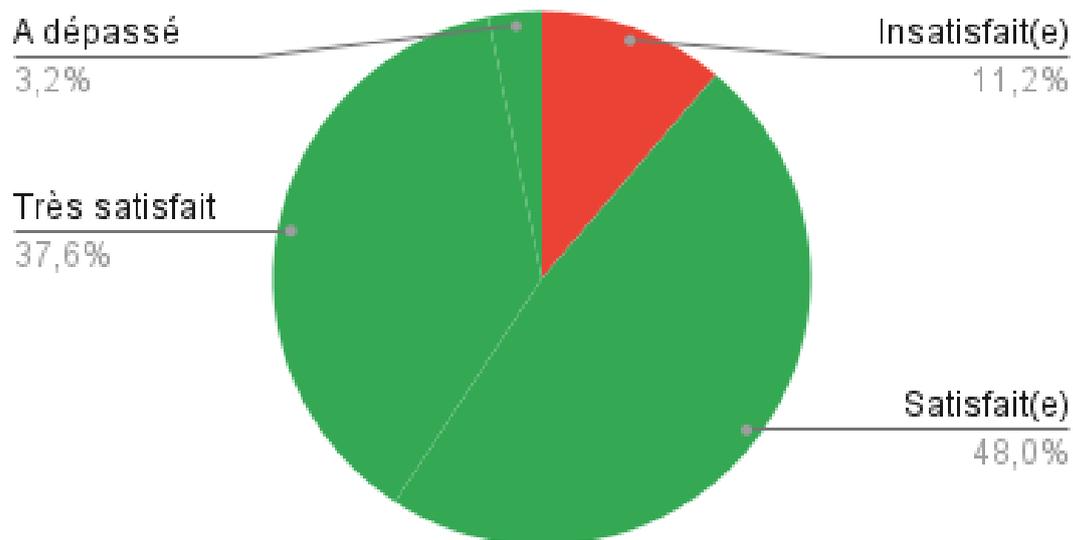
Propreté de l'eau



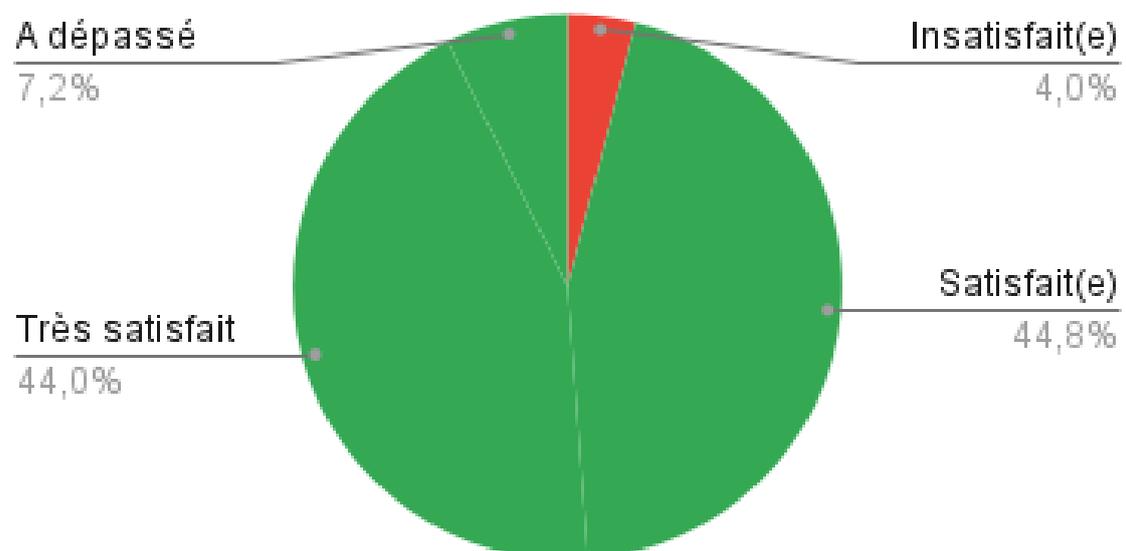
Température de l'eau



Diversité des cours

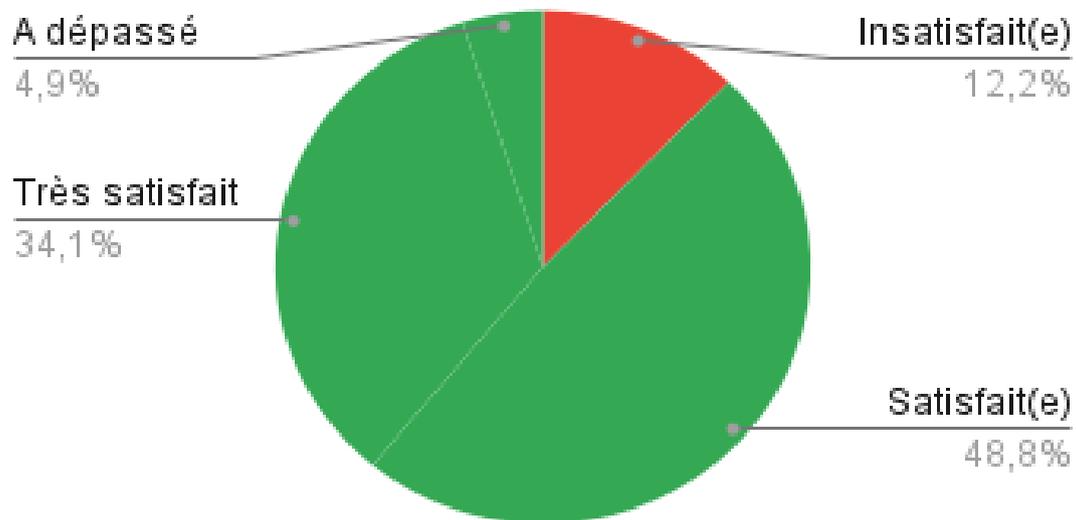


Qualité des cours

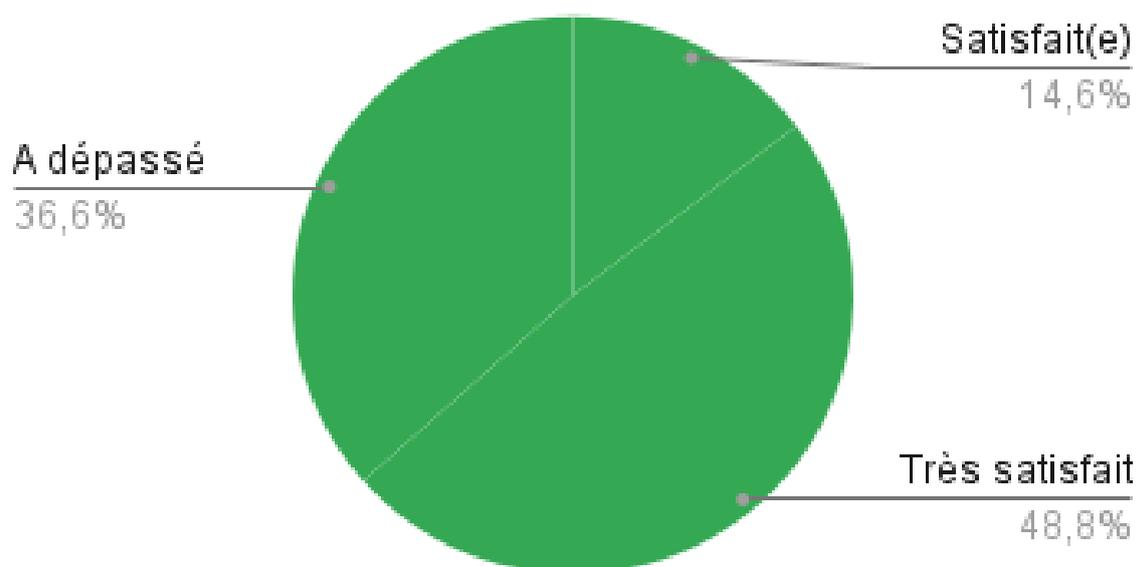


4. UNIVERS CROSSFIT - TOULOUSE (41 RÉPONDANTS)

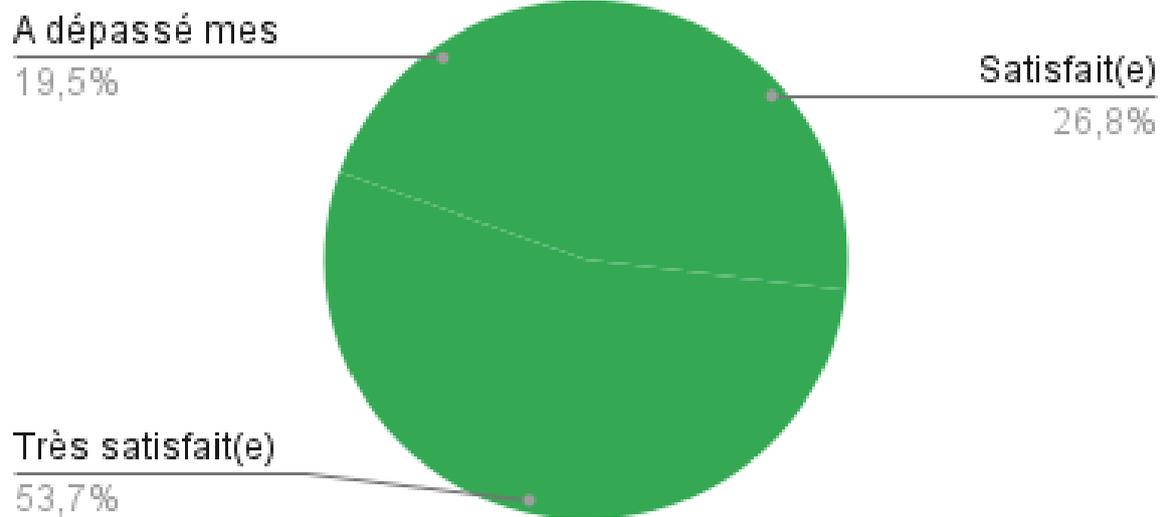
Les créneaux horaires



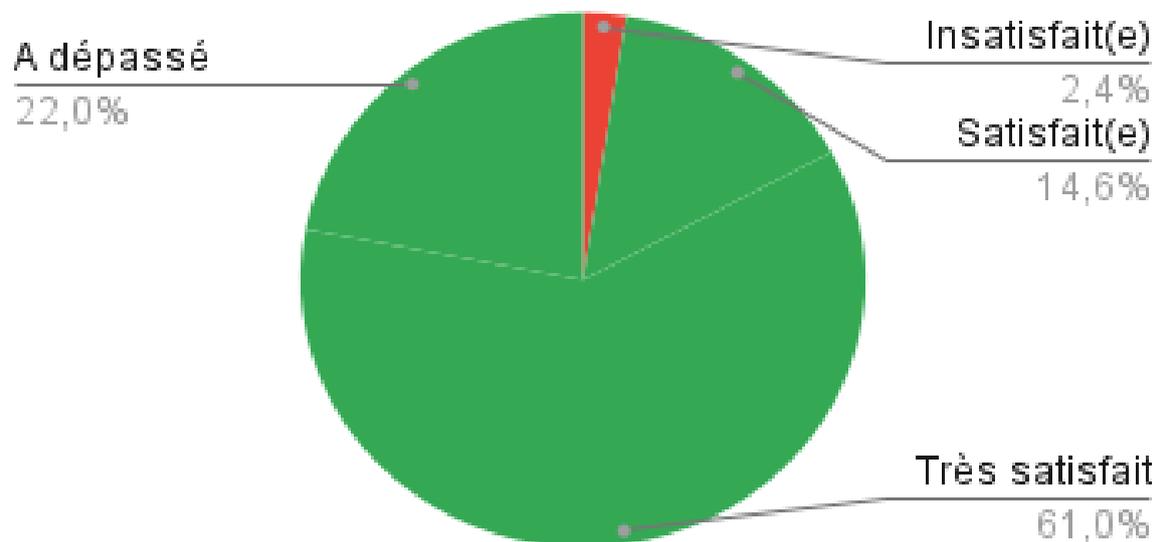
Qualité coachs



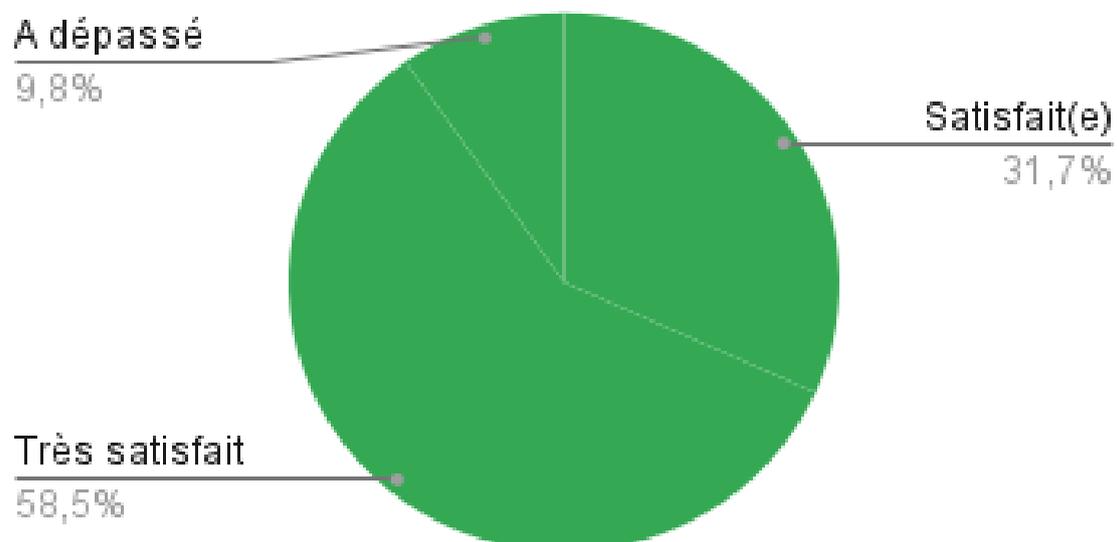
Qualité Programmation



Qualité des WODs



Qualité du matériel

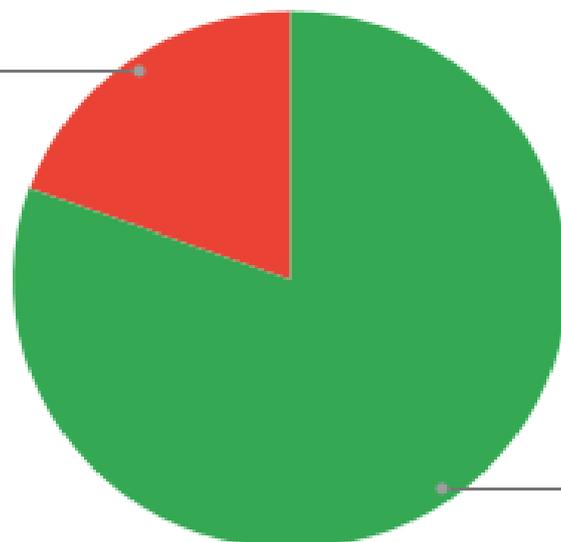


5. UNIVERS TRAINING - TOULOUSE (41 RÉPONDANTS)

Attentes Planning

Non

19,5%



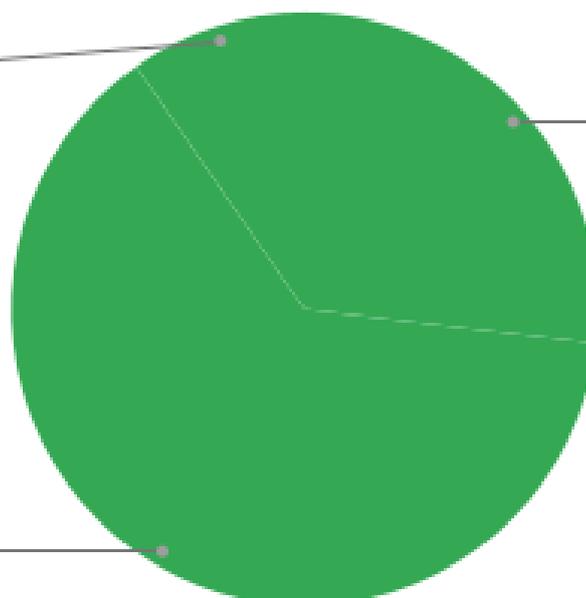
Oui

80,5%

Qualité des coachs

A dépassé mes

9,8%



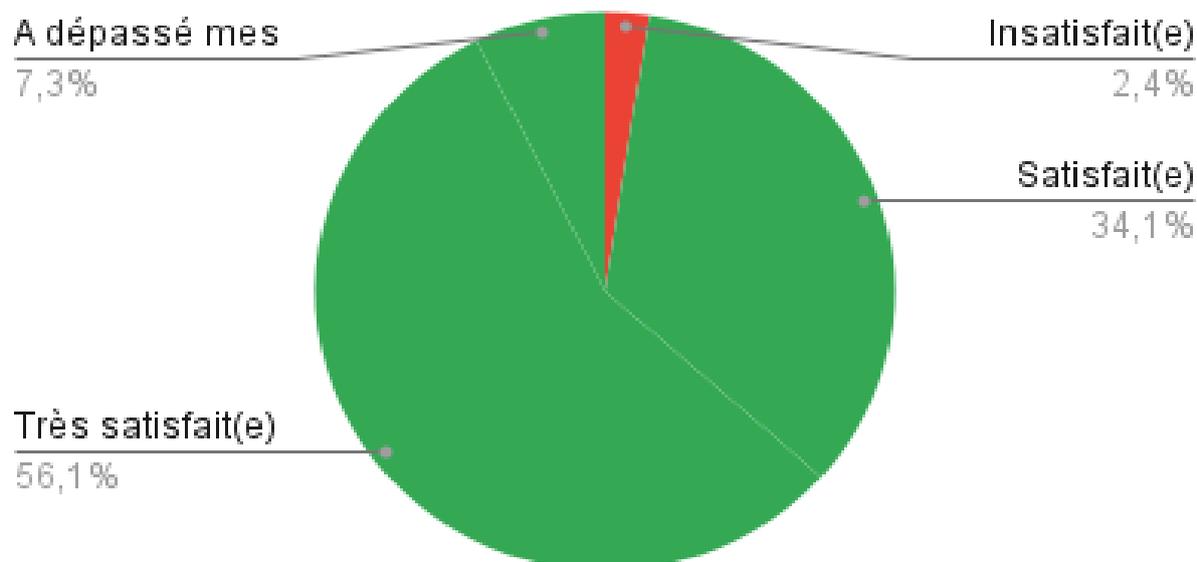
Satisfait(e)

26,8%

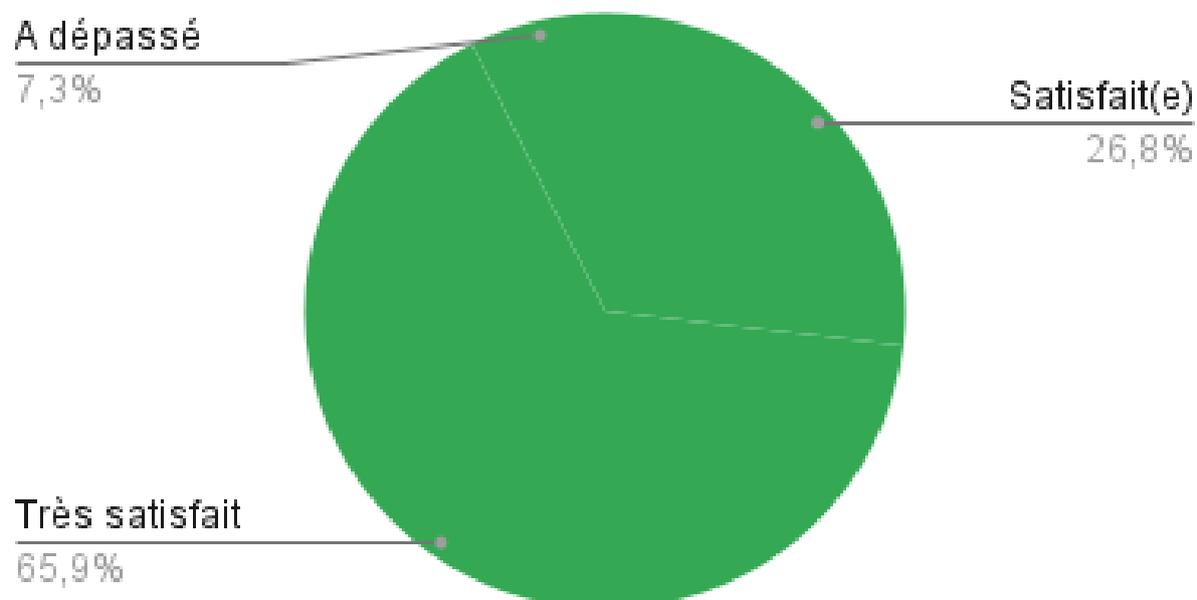
Très satisfait(e)

63,4%

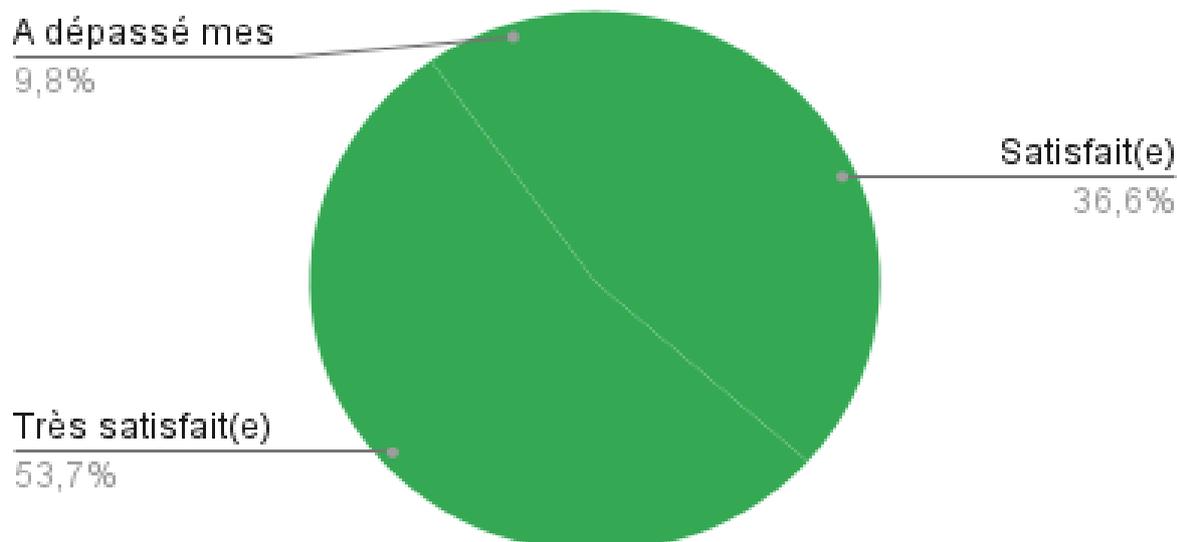
La diversité des Trainings



La qualité des Trainings



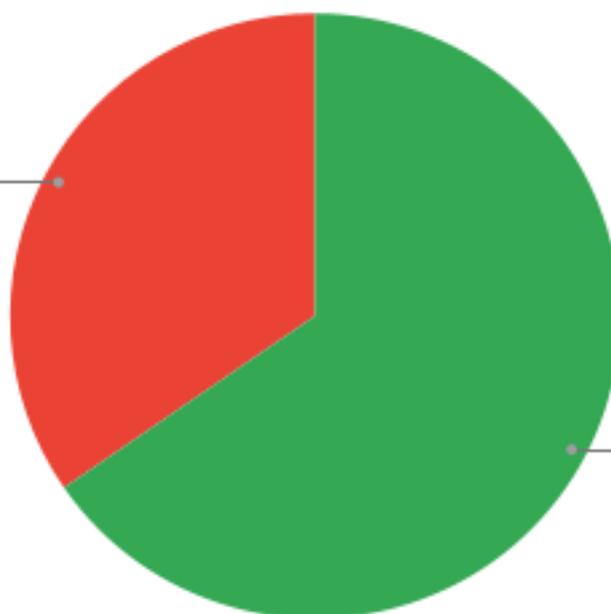
L'efficacité des Trainings



6. UNIVERS YOGA - TOULOUSE (26 RÉPONDANTS)

Attentes Planning

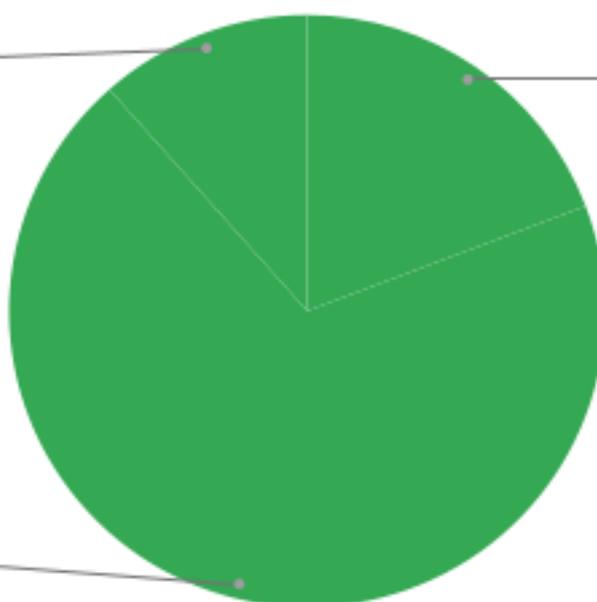
Non
34,6%



Oui
65,4%

Qualité des professeurs

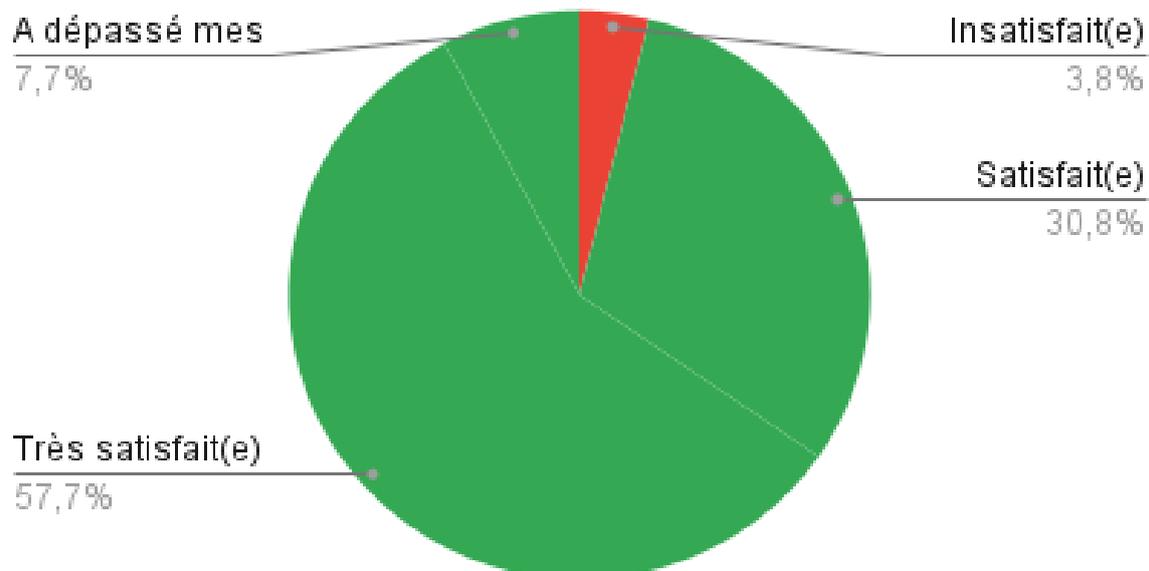
A dépassé mes
11,5%



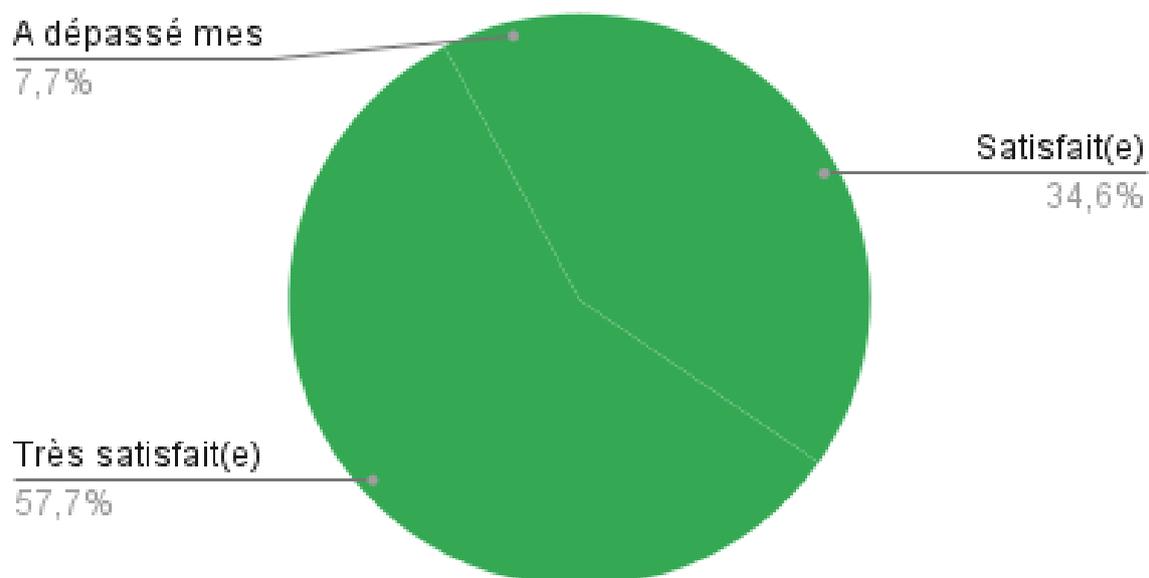
Satisfait(e)
19,2%

Très satisfait(e)
69,2%

La diversité des cours



La qualité des cours



L'efficacité des cours

