Feedback Week Assets

All you will need to do to make the most out of Fit Body Feedback Week is follow the 3 steps below!

STEP 1 - Prepare Your Google Form
STEP 2 - Send Your Satisfaction Survey
STEP 3 - Review Your Feedback

To get a better understanding of how feedback week will flow, watch the quick video below to get an overview of Fit Body Feedback Week!

🔗 Feedback Week Plan and Asset Overview

***The training above was created for the original feedback week (November/December timeline). So the process is the exact same just using the updated dates below.*

Once you've watched the overview, it's time to move through the 3 steps below to get set up and ready for a successful Fit Body Feedback Week!

STEP 1 - PREPARE YOUR GOOGLE FORM

You have the option of recreating the survey yourself with whichever survey you prefer OR, and highly recommended, you can **duplicate and edit the ready-made Google Form** provided by HQ.

📁 HQ Provided Fit Body Member Satisfaction Survey

In order to edit the ready-made form (linked above) for your location, you will need to make a copy of the document. You can find a quick-guide with the instructions here: How to Duplicate a Google Form To Use For Your Location OR you can reference the more detailed instructional videos linked below directly pertaining to Fit Body Feedback Week.

***Important Note:** In order to duplicate a Google Form, you will need to have a Google Account so that you can access the form you made in Google Drive. If you are not already using a Google account, you can find instructions on how to create one by going to Google's support page, here.*

🔗 How to Duplicate the Fit Body Member Satisfaction Survey

🔗 How to Edit the Fit Body Member Satisfaction Survey

🔗 How to Get Your Link to Share the Fit Body Member Satisfaction Survey

Once you have edited and collected your sharable link, you are ready to move on to preparing to send the survey to your clients in STEP 2! 🙌

STEP 2 - SEND YOUR SATISFACTION SURVEY TO YOUR MEMBERS

You can find everything you need to get the message out to your clients via email and sms by reviewing the Feedback Week Communication Assets document found HERE.

🔗 How to Add a Campaign Code in Fit Pro Tracker

🔗 How to Edit a Campaign and Add Links in Fit Pro Tracker

The client communication copy linked above is provided for you to inform your clients and encourage them to take action. This copy is already prepared in the FPT campaign provided through the code above. Although the campaign is 99% ready, remember to change your giveaway information and your Google Form Link where needed before sending it to your members.

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We recommend that you communicate within the following timeline:

- Monday, May 24 - Announce the Feedback Week Giveaway
- Tuesday, May 25 - Send the First Email with Your Link
- Wednesday, May 26 - Send a Reminder SMS Message with Fit Pro Tracker
- Thursday, May 27 - Send a Final Reminder Email
- Friday, May 28 - Last Day to Announce and Collect Results

- Saturday, May 29 - Draw and Announce Your Raffle Winner

In order to collect the names of clients who have completed the Member Satisfaction survey, you will need to look at the results section in Google Forms. For details on how to do this, see STEP 3 - REVIEW THE FEEDBACK.👇

STEP 3 - REVIEW THE FEEDBACK

After feedback week is done, you will want to review the feedback and share it with your team.

We recommend that you take the time to **collect and review your feedback the week of May 31**

Google Forms offers a quick way to see how each of your surveys are answered at a glance. If you want to get more granular with the data, you can export the data to a Google Sheet or as a .csv file.

🔗 How to Locate and Review Feedback from Your Member Satisfaction Survey

Note: There is one quirk when it comes to reviewing feedback in Section 2 - Team Feedback, but it is easy to figure out once you know how to navigate it. Please watch the following video so you know how to review team feedback and understand how the feedback is organized.

AFTER YOU REVIEW THE FEEDBACK…

Once you've collected the feedback and organized it, **during the week of June 7** you should gather your team (everyone) and discuss the feedback.

Then, set up a 1-1 meeting with each coach or team member to review their specific feedback. You should send the feedback to your coach 24 hours prior to the meeting so they can review it ahead of time. Make a plan to **execute these 1-1 meetings by January 9**.

Once you've reviewed and discussed the feedback with your team, you should provide a general recap, acknowledgment of receipt and discussion, and plan any action steps regarding the feedback with an email to your clients. With this email you acknowledge the feedback you've received, confirming that the clients' feedback is valuable and helpful in your plan forward. You should **communicate this acknowledgment to your clients during the week of June 21.**