

# CUSTOMER NEWSLETTER: JANUARY 2020

## THE ELTHAM CENTRE

### HAPPY NEW YEAR

Welcome back after the festive break and Happy New Year from us at The Eltham Centre. So what's new for 2020, I hear you ask?

There will be a community board with personal messages from the team and time set aside daily to engage with the members to find out what we can do better.

We are committed to improving our customer experience. The team will be embarking on a 10-minute daily huddle to give us the opportunity to update colleagues on progress, celebrate success, brief in new initiatives and agree any areas of improvement required. It will ensure all members of the team are up to speed, operating in business context, equipped to deliver their best and making a difference for you our customers.

### WORK ON YOUR WELNESS FOR A LITTLE LESS



For a limited time only, you'll enjoy no joining fee on all Better Multi Activity memberships. Enquire with a member of staff today to join.

Refer a friend for a chance to win a Hamper worth £100+ containing Nandos vouchers, Fitbit, Better towel, Better bottle, protein powder and more. The more friends you refer the more times you are entered increasing your chance of winning!

### FITNESS CLASSES

We currently have over 70 classes on the Fitness Class Programme running between The Cycle Studio, Gym and Studio 1.

January brings the introduction of Power Pump at 18.00 on a Wednesday with Adjoa, Sam taking over Group Cycle on a Monday evening at 8pm and new teacher Michelle taking over Group Cycle and Extreme Interval Fitness classes on a Monday and Group Cycle and Core Stability Tuesday as well as launching a brand new group cycle class at 8pm. Lyndsey will be taking over Group Cycle at 6.45pm

Classes are historically busy during January so please make sure you book onto your favourite classes and scan your card at the gate on arrival. If you do not scan your card you will not be ticked as attended and you will incur a fine. Teachers will be taking registers so if you attend a class you are not booked onto you will be asked to leave.

### SWIM SCHOOL

Once again the Eltham Centre will be hosting the nationwide event that is the Swimathon. This will be taking place 27th March 2020, raising money for Cancer Research and Marie Curie. To register as an individual or team please visit [SWIMATHON.ORG](http://SWIMATHON.ORG) #SwimForAll

As we start off the New Year there is no better time to learn to swim, at the Eltham Centre we cater for all ages and abilities at a reasonable price. To enquire about lessons and prices please visit [www.betterlessons.org.uk](http://www.betterlessons.org.uk)



## THE SHOW MUST GO ON.....



Academy Performing Arts put on their annual showcase 'Seasons' on Friday 6<sup>th</sup> and Saturday 6<sup>th</sup> December 2019 at The Bob Hope Theatre in Eltham. Over 60 children and young people from Academy Performing Arts performed in 3 shows to a delighted audience of family, friends and VIPs.

With the team doing everything from the choreography, musical direction, sound lights and everything in-between the performance of **SEASONS** came to life. Rehearsals were tricky and had to be split between center's but against the odds we made it happen due to Academy Performing Arts closing to the public to facilitate the refurbishment of the building for the Woolwich Works arts and culture development.

The show was variety in nature with Ballet, Tap, Modern, Lyrical and Musical Theatre numbers all with relevance to Seasons.

Well done to everyone who took part

## A SPARKLING START TO THE YEAR!

On the leisure side of the building we have invested in a contract cleaner to counteract the busier time of year and keep the facilities looking the best they possibly can. We have a new management team on site and we are keen to listen to feedback on how we can improve things even further!

On a side note we have been recruiting a lot of extra staff over the tail end of 2019 so you can expect to see more faces buzzing around the building too! We will look to profile one member of the team each month to introduce them to you all.



## A MESSAGE FROM THE MANAGER

Happy New Year all, we have an exciting year ahead at the Eltham Centre.

We will be reviewing our already great fitness class offering to ensure we are meeting the needs of the members.

We are also refreshing our gym with a new layout, new equipment to improve the members experience. Our key focus this year will be on improving our members experience at the Centre so expect to see more management presents out and about the Centre and Social events.

*Lynsey*