

# Have you heard the latest?

We now use ...

## OPEN-LINE

Member Experience Improvement Tool™



... to make sure  
**YOUR** experiences at  
the Y are the best they  
can be!

### WATCH FOR YOUR OPEN-LINE CHECK-IN:

OPEN-LINE check-ins are delivered through your email on a periodic basis. If you have something to tell us, great! Let us know. If all is well at the moment and you have nothing to say, simply ignore or delete the check-in.



**OPEN-LINE is for YOU,  
and it's ready when  
you are, 24/7/365.**

Check at the front desk and make sure  
you're registered for  
**OPEN-LINE.**

**Real Insights, Real Improvements™**

#### Tell Us about Your Experience



I have a Problem or an Issue.



I have a Compliment.



I have an Idea or a Suggestion.