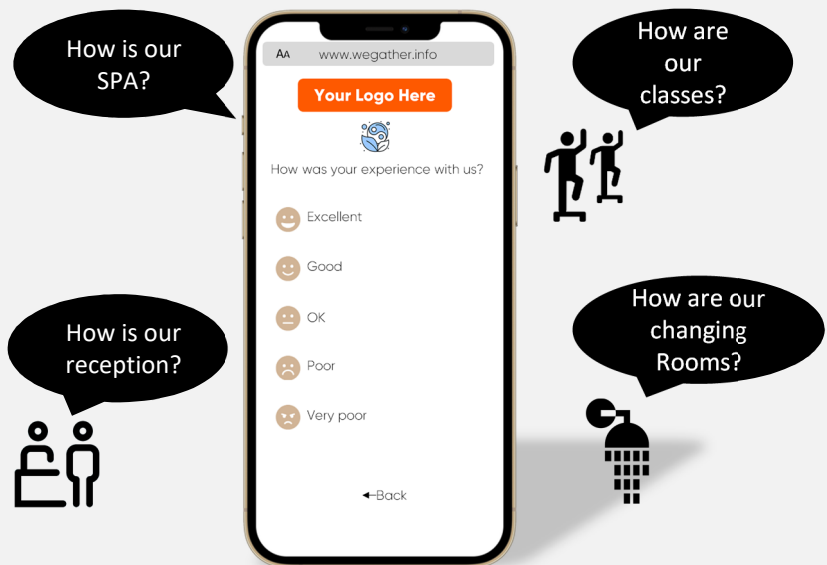


For organisations that care about what their customers think

Benefits at a glance

- Day spa guest feedback & insights
- Treatment guest feedback
- Spa & gym member feedback
- Hotel guest feedback
- Staff satisfaction & retention

All in one platform



USP's of Gather

- No software, hardware or integration required
- Branded as your own
- Deploy in minutes
- Be Pro-active not Reactive

Industry stats

- A happy guest tells 2-3 people.
- An unhappy guest tells 10 x that amount
- A happy guest will do your advertising for you.
- Increasing customer retention rates by 5% can increase profits by up to 95%.

Staff retention costs

- According to research by Oxford Economics and Unum, the average cost of turnover per employee is £30,614.

Understanding what your guests think about your facility is fundamental to you retaining them and growing your business

Don't ask them to fill in surveys... Give them the opportunity to share their experiences with you, good & bad.

Sound simple? It is with the Gather platform.

Enable your guests to be your mystery shoppers. They are experiencing your services, staff, products and guest journey everyday. Give them an easy and highly accessible way to share their views, thoughts and suggestions, so you know what you are doing well and where your attention might be needed.

Become a pro-active not a reactive company via Gathers instant alerting. Enabling you to prevent issues from developing into larger problems due to real-time handling, as opposed to dealing with issues months after they have happened and thereby potentially losing customers.

However, we don't stop there. Happy staff mean happy customers.

You can utilise Gathers versatile platform in a multitude of other ways to help your organisation. One such way would be ensuring your staff are truly happy in their work, organisation and within themselves.

We can effortlessly enable you to do this. Giving you greater insights into

- How your staff feel
- Gather suggestions for business improvements
- Enable those less confident with 121 meetings to have a voice
- Enabling you to avoid costly situations such as resignations, long term sick and disputes.
- Enabling you to support your employees