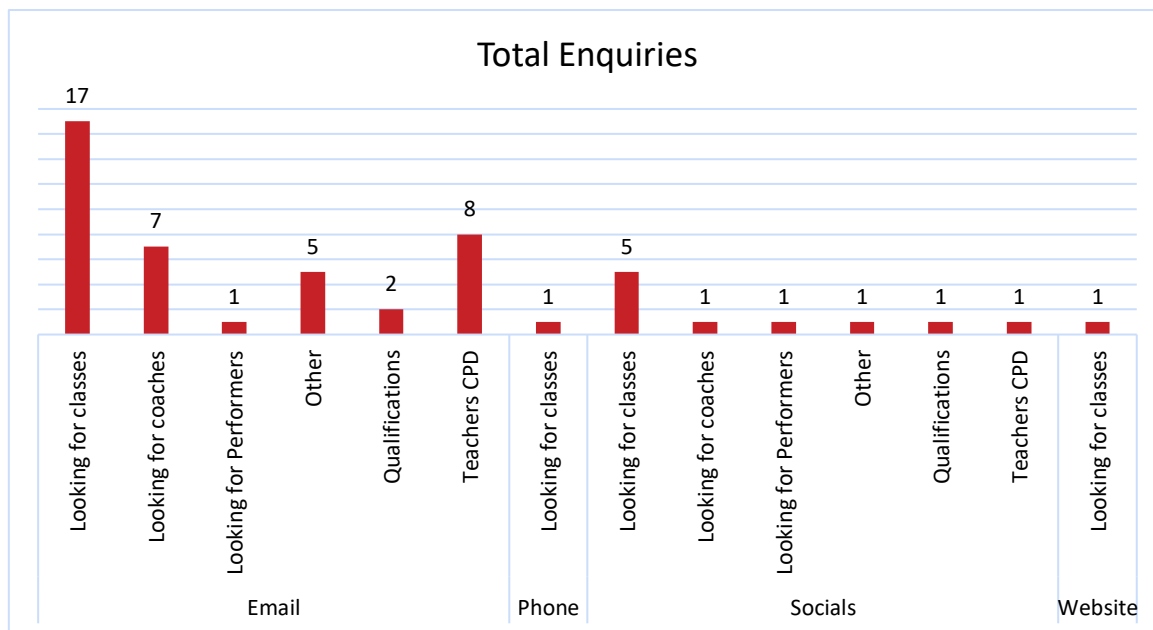


Parkour UK – Q2 Enquiries Report 21/22

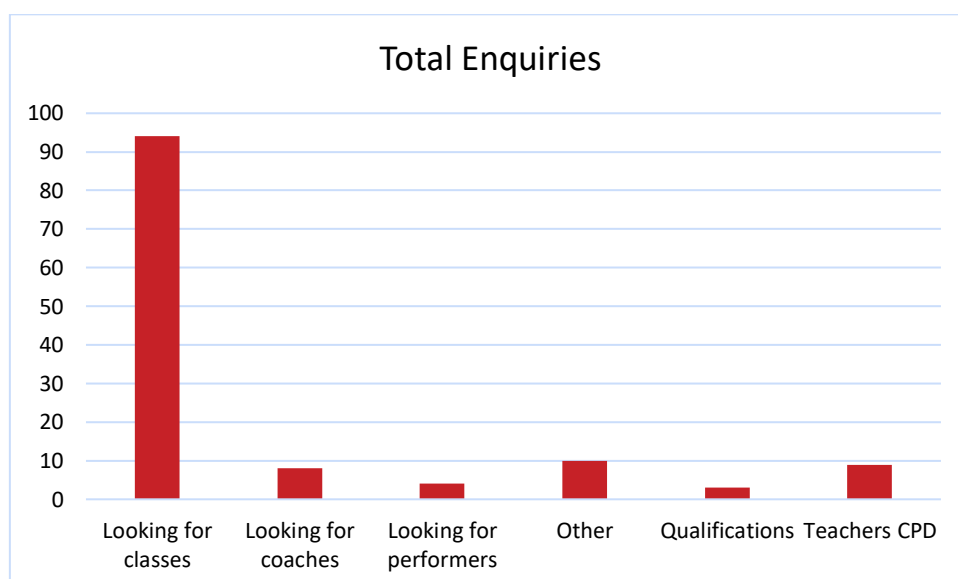
July 2021 – September 2021



In Q1 there were a total of 128 enquiries. 76 were through the member enquiries form and went directly to members, and the rest generic channels such as socials, the 'Contact Us' form etc. This is similar to number we received in Q1 (132). As in the previous quarters the majority of people are looking for classes, and we have also had a lot of contact about Teachers CPD as schools have started back up and we can start to provide courses again.



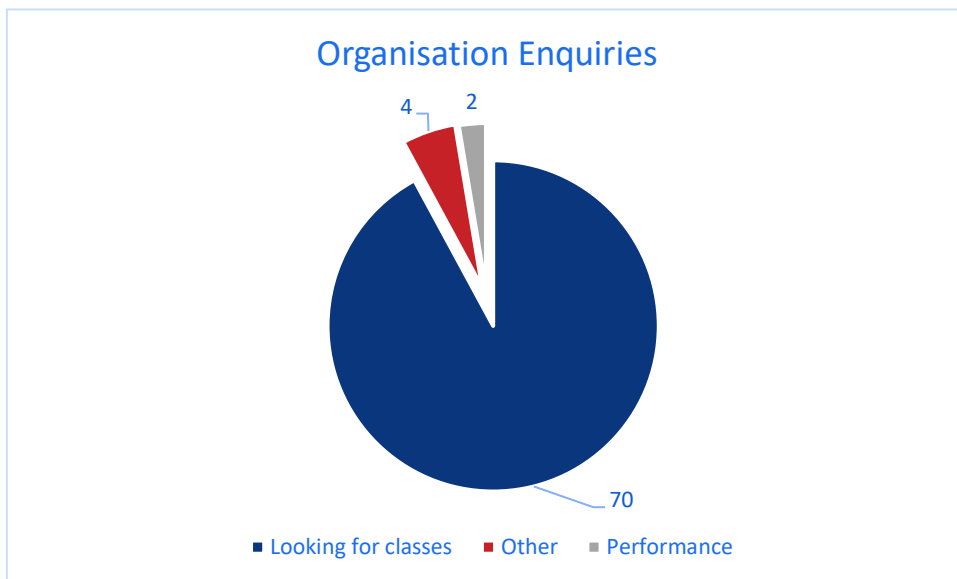
Most of the enquiries still came through emails, showing that the website serves as an important hub and initial contact point. After speaking to 7League we are thinking of ways to improving the website to continue to make information easy for users to find.



Similar to Q1 more than half of the enquiries were in relation to the public looking for Parkour Classes and were spread across the UK. These enquiries tend to be dealt with swiftly and make use of our Parkour map on the website.

Direct contact to Parkour companies from website

Our web developer had told us that people could directly contact companies through our website, we double checked with the companies that were meant to receive emails and they all confirmed they had received them.



Teacher Enquiries

The teachers' enquiries were mostly about teacher training courses and some looking for direct coaching for pupils. In this quarter there was a clear indication of demand for teacher's CPD courses and a separate log has been created for Chris Grant to keep track and follow up with these enquiries.

Response Time

Starting from Q1 we have set the goal to make sure we reply to all enquiries received during the week by 36 hours and enquiries we receive over weekends we aim to reply within 60 hours.