

Employee Expectations:

Create a Raving Fan attitude: "Satisfied Customers are not enough! We want to create RAVING FANS!" - Ken Blanchard

Going the extra 1% effort above and beyond our guests exportations

What you can do:

- Acknowledge each person on the gym floor as you are walking through the club (10/5 rule) Anytime a guest is 10 feet of a staff member, the staff member should make eye contact and warmly smile to acknowledge the oncoming guests. Anytime a staff member is 5 feet from a guest, a sincere greeting or friendly gesture of acknowledgement should accompany the eye contact and smile.
- Acknowledge members by name
- Ask all new members how they're enjoying the club so far.
- When a member scans in and it's their birthday, make them feel special.
- Positive and respectful attitude
- You are the go-to persona for member questions and issues, be enthusiastic and knowledgeable. Members look forward to seeing you at the desk everyday.