

Openers Procedures:

This position is the most important to understand everything regarding the systems and explaining in detail what the member brings up or asks about.

- Arrive 30 mins prior to gym opening (ensure opening on time)
- Open up the Opening Call List and Call the next gym below if they do not pick up call the openers cell, if no answer call Assistant Manager for that gym, if they do not pick up call the Manager of the location. Repeat until someone picks up and acknowledges they are ready for gym opening.

****Note some gyms are 24hours and others open at 4am or 5am****

- How to open: Lights/breaker switches, turning the TVS on in locker rooms and out on the floor, Making the gym perfect prior to opening for members (1 time to make it perfect)
- Shake Sales: Talking to everyone to get engaged with them and explaining the benefits of a morning shake instead of a fast food breakfast to work.
- Vita-bot Demo for shakes
- Past Dues: You can run all Past Dues 0-100days on the Point of Sale. Collecting dues at the club, updating billing accounts. We start calling specific members that fall on the call days to inform of an account balance and offering options to update information to avoid fees.

Closer Procedures:

- 15 minutes prior to closing turn music off to ensure members understand you are closing up soon
- Do a quick walkthrough to ensure spray bottles are full and paper towels. Any trash that needs to be taken out when you close.
- If no one is in the Cardio Cinema room turn off with the remotes: Turn off speakers, projector and outside TV.
- Once everyone is out of the club lock doors to ensure you are safe in the club alone to finish closing responsibilities.
- Clean bathrooms, refill toilet paper, soap, paper towels, showers are clean, All weights put away, All rooms cleaned and ready for the morning, doors cleaned and shake bar and front desk cleaned up.
- Turn off all lights with breakers and switches
- Lock Doors and double check for Safety.