

Manual for 24 Hour Fitness

**Prepared for
24 Hour Fitness
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Table of Contents

Table of Contents	iii
Introduction.....	v
Staff Information.....	3
Dress Code	3
Dress up Days	3
Attendance Policy	3
Absence without Notice	4
How to clock in/out	4
Lunch Breaks	5
How to collect your check on Paydays	5
Benefits to Working at 24 Hour Fitness	6
Employee Discount	6
Free Memberships	6
Staff Training	7
My 24	7
Outside Training	7
Monthly Training	7
Equipment Training	8
Expense Reimbursement	8
Gym Safety	9
Knowing the Machines	9
Color Coding	9
Different Workout Machines	9
Broken Equipment	12
Cleaning the Gym.....	15
Locker Rooms	15
Workout Machines	15
Kids Club	15
Closing the Gym	19
We Never Close	19
Index.....	14

Introduction

This Manual is designed to familiarize you with 24 Hour Fitness and provide you with information about working conditions, safety, and the policies affecting your employment.

The information provided in this Manual applies to all employees of 24 Hour Fitness. However, obeying to the policies described in this Manual is considered a condition of your continued employment, nothing in this Manual can or will alter an employee's employment status. The content of this Manual cannot guarantee your job placement or be used as a contract between the company and any of its employees. This Manual is only a summary of 24 Hour Fitness policies, which are presented below.

Fly Chapter 1

Staff Information

Dress Code

Every employee must show up to work in proper uniform. That is the red 24 Hour Fitness polo shirt that you were given upon employment, solid black athletic shorts/pants, and tennis shoes (no bright colors). If the ladies chose to wear shorts they can only be five inches above the knee. Men are allowed to wear basketball shorts as long as they are fully covering the back side sagging is unacceptable.

Tennis shoes must mainly be black, grey or white. They may have some colors on them as long as 80% of the shoe is black, grey, and white. Basketball, wrestling, or cleats of any kind are not permitted to wear. The only time basketball shoes are acceptable is if you are in the basketball court, but shoes must immediately come off after playing. These shoes can mess up the gym floor and cost thousands to repair. Shoes with wheels are prohibited, this is a liability to the gym if an employee was to slip and fall.

Coats/Jackets are allowed as long as they are solid black. Anything with a color in it even if it is just a small logo is unacceptable to be worn during shifts. If you prefer to wear another color other than black you can purchase a red or white 24 Hour Fitness jacket online. These jackets are acceptable to wear for work.

Any time that there is training going on you must wear your assigned uniform unless otherwise told. Girls must wear their hair in a ponytail for training. We require this for safety reasons; we want to prevent any hair getting caught in the machines.

If you fail to comply with these standards you may be asked to clock out and change, or just receive a verbal warning to make sure you dress appropriately for your next shift. If this becomes ongoing you will be written up, and after three times you will be terminated from your employment.

Dress up Days

Dress up day is every Friday. If you choose not to participate you must come to work in your normal uniform. One the first Friday it is Texas Ranger Day, you wear as much Texas Ranger gear as possible. This includes but not limited to shirts, shorts, headbands, shoes, jackets etc... On the second Friday it is Dallas Cowboys day. Show your pride by coming to work in all Dallas stuff. The third Friday is Dallas Mavs day. Show your support by wearing as much Mavs gear that you own. Jerseys are allowed as long as no skin can be seen through them. The last Friday of every month is dress in pink. 24 Hour Fitness is a huge supporter of breast cancer awareness and we show our support by wearing pink.

Tank tops and hats are unacceptable and are never allowed to be worn by either gender on dress up days. You may not color your hair crazy colors this includes but not limited too red, pink, orange, blue green etc.... On Dallas Cowboys day girls may only be dressed in appropriate clothes no cheerleader uniforms or anything that shows there stomach. Shorts for both male and female still must comply with the normal dress code rules.

Attendance Policy

The 24 Hour Fitness expects that every employee will show up for their assigned shift. This means being in the gym, clocked in, and ready to work, at their starting time each day. Being

absent and or tardy places a burden on the other employees and on the managers, because they have to find someone to cover for you.

If you are unable to show up for work for any reason, notify your supervisor and or manager at least two hours before your shift. You are responsible for speaking directly with your supervisor or manager about your absence. It is never acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone is (817) 453-9714.

If you are tardy to work more than two times in a week on the third time you will be written up. After three write ups in a six week period you will have a mandatory meeting with the gym manager, as well as lose your next two shifts with no pay. If you miss more than five days in six weeks you will be called to the corporate offices in Addison, and have a meeting with J.P. who is the head of the Texas 24 Hour Fitness's. After missing more than six shifts in a six week period you will be terminated immediately.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least three working days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests may or may not be granted.

Absence without Notice

When you are unable to work due to illness or an accident, please notify your supervisor. This will allow 24 Hour Fitness to arrange for temporary coverage of your duties, and helps other employees to continue while you are away. If you fail to show up for work and the company receives no notification of your whereabouts, it will be assumed after two consecutive days of absence that you have decided to no longer work for 24 Hour Fitness, and you will be removed from the payroll.

How to clock in/out

Before you start a shift you must clock in on the computer. You will type in your id number and password and click clock, in you will do the same thing to clock out. Under no circumstance may you do any type of work related thing if you have not clocked in this includes answer phones, assist a member, or even be behind the front desk.

Employees must clock in at exactly there shift. You may never clock in early unless a manager or supervisor tells you to do so. Clocking in even five minutes earlier than when your shift starts can potentially get you terminated, There has been problems with employees being dishonest and faking there time cards. If you are caught doing this you will be asked to leave the gym immediately.

Clocking out is the same way. Once you are done with your shift you will go to the same computer that you clocked in on, and type in your password and id number and click clock out. You must clock out immediately after your shift ends. We have had employees cheat this system by talking to their friends after work, or going to the bathroom and taking a shower, or even working out then they would clock out. If you are caught doing this you will be asked to leave the gym immediately. Remember that your managers and supervisors can see what time you clocked in and out. They also have a copy of the schedule, so they know when you were scheduled to work.

Lunch Breaks

If you work a double which is two four hour shifts back to back then you will receive an hour lunch break. Clocking out for your lunch break is a little different. You will let your supervisor know that you are intending to leave for your break, and they will clock out for you. All employees that are on their break must stay in the employee lounge. Food is under no circumstances allowed on the gym floor or in the Kids Club. If you decide to leave for lunch you must be gone for the full hour. Upon your return let the manager know you are back, and they will clock you back in.

If you only work a four hour shift you do not receive a lunch break. You do however get a ten minute break whenever you need it. Just make sure that your position is covered and that you ask a manager beforehand. For ten minute breaks' clocking out is unnecessary.

How to collect your check on Paydays

Employees will be paid on the second and fourth Friday of every month either by check or direct deposit. If you decide on the check method you can pick them up after 2:00 p.m. at the Front Desk. The checks will be located underneath the cash register. In order to receive your check you must enter your id number into the cash register. Checks are only good for six months, so make sure that you deposit them immediately. If you chose the direct deposit method you will see it in your account no later than 3:00 p.m. central time.

Fly Chapter 2

Benefits to Working at 24 Hour Fitness

Employee Discount

Every employee of 24 Hour Fitness receives 20% there entire purchase in the Pro Shop. This includes clothes, supplements, food, protein shakes, and workout equipment. Upon checking out at the Front Desk you will give the cashier your employee number. They type the number into the register which will give you your discount. If an item is already on sale employees receive no further discount. The only time employees receive an extra discount is when the product is being discontinued then the extra 20% will be deducted from the total.

Employees are the only people who may use the employee discount. Family members, cousins, friends etc... may at no time use your discount. If caught giving your employee number and or discount to someone who is not employed with 24 Hour Fitness, you will be terminated immediately, as well as have charges pressed against them. Giving your discount out to a non-employee is considered stealing, and will be handled with the police.

Free Memberships

One of the perks to working at 24 Hour Fitness is that you receive a free membership. This membership allows access to all 24 Hour Fitness's and everything they have to offer. This includes the tanning beds, basketball courts, swimming pool, sauna, racquetball courts etc... This membership is only valid while you are an employee with 24 Hour Fitness. If you decide to move on from this job, your free membership will be canceled immediately. This means that if you choose to work out at 24 Hour Fitness, you will have to buy a membership for \$24.99 a month.

Fly Chapter 3

Staff Training

My 24

My 24 is an online system that we use to train all of the employees. It is an eight hour program that you go first go through when you are hired. This training must be done in one sitting, and in the gym that hired you. You are going to listen to nine sections of videos that range anywhere from sexual harassment, to how to properly clean a machine. Before you can move onto another section you will take a mandatory test that you must make an 80% or better on. If you fail the first time you have one more try to improve your score, but if you still fail it you will have extra assignments added onto your lessons. If you fail more than two sections you will receive a book that you must read within a week, and a manager will provide a test for you. If you fail this test, you will have a meeting with J.P in the corporate offices.

There are four random times a year that a test will come up on My 24. This test will quiz you on your knowledge of safety and everyday procedures that an employee must take. You have 24 hours from when the test goes up to have taken it. You must print your score and bring it to your manager immediately. These scores will then go to the corporate office, and they will grade them. If corporate feels like the scores for your gym are low, they may make a surprise visit to your gym to check everything out. These test must be taken individually and if caught cheating on this test, or any test you will be immediately terminated from the company.

Outside Training

As of right now the staff is only trained in their departments. The Front Desk only knows how to answer the phones, check people in, and run the pro shop, the Kids Club Attendants only know how to watch the kids, the Membership staff only knows how to sign people up and the Trainers only know how to train. This becomes a problem because if all trainers are with a client and a member has a certain question they cannot get it answered. For example a lady want to know how much personal training is per session. A trainer is unavailable so she goes to the Front Desk staff and asks them; there answer is I don't know. The lady is now frustrated at the fact that she just received poor Customer Service and decides to cancel her membership when all the Front Desk staff had to do was go online and look at the rates, but they were not trained for that. This has become such a problem, that the club has decided to bring in a company that does outside training.

The course you will be taking is called Cross Train My Employees they are going to come in and cross train two employees from each section of the gym, then those employees are going to come back and teach everyone what they learned. This class is going to cost each employee \$100 that must be paid upfront and is nonrefundable. 24 Hour Fitness is going to reimburse these employees immediately as well as pay for the time spent doing the class.

Monthly Training

Monthly training is now going to be mandatory for all employees. 24 Hour Fitness takes pride in their employees and how well they are trained. Our motto is "you can never be too trained" and we are going to stand by that. On the first of every month each employee is going to have a fifteen minute slot to meet with their manager, and take a ten minute refresher course over everyday operations, and the last five will be to take a short ten question quiz. Doing well on the course and quiz is a benefit to you because if the whole gym passes with an 85% or better 24 Hour Fitness will provide lunch on that Friday.

Equipment Training

Upon being hired there is a twelve hour mandatory class that every employee will take that goes over the equipment in the gym. The instructors will teach you how to properly operate the machines without getting hurt. This training class is held at the Arlington, TX location every Friday at 2:00 p.m. The class is \$250 nonrefundable and due by 1:00 p.m. the Thursday before, 24 Hour Fitness will reimburse you for this fee as well as pay for your gas, and time.

Expense Reimbursement

All out of pocket expenses for training will be paid for. There is a form in your manager's office that you must fill out within twenty four hours of taking the course. After filling out the form you will give it back to the manager, who will then sign off stating that everything you wrote on that form is true. Once you have the managers signature there is a box in front of the club manager's office. You will place this form in that box so the manager can submit the information to corporate. It takes twenty four to forty eight hours for corporate to approve it and once they do an automated text message will be sent to your phone stating that your request was approved and, when you will receive your payment.

Reimbursements always happen immediately. Once you receive a text message from corporate they send out a check which usually arrives three to five business days to the gym you work at. Reimbursement checks are always sent to the gym you work at and never direct deposited. Once your check reaches the gym you can pick it up in your manager's office, instead of at the Front Desk in the cash register. You will sign for the check as well as the manager on duty.

Fly Chapter 4

Gym Safety

Knowing the Machines

Knowing every machine in the gym is the number one priority. 24 Hour Fitness wants their employees to be educated as much as possible when it comes to the gym equipment. Besides this manual when each employee got hired the managers gave you a small booklet titled *Knowing Your Machines*. Each employee is responsible for knowing every bit of information in this book. You have three weeks from your hiring day to read the book, and take the test on it. You must pass the test with a 90% or above to work at 24 Hour Fitness.

Color Coding

As you read through the book you notice that each type of machine is color coded. For example the leg machines are red, back is blue, triceps and biceps green, abs yellow etc... This is so each machine can be found quickly, by the members and the staff. Three plaques are located around the gym that show which machine belongs to which color. There is a plaque in front of the women's locker room, men's locker room, and above the water fountains in the middle of the gym. If a member comes up to you and asks a question, and you're unsure what body parts that machine belongs to just point them to the nearest plaque.

Different Workout Machines

24 Hour Fitness has over one hundred and fifty different workout machines. As an employee it is mandatory that you know how to operate each and every one of them. This is for your safety as well as the members. On each piece of machinery there is an eight by eleven white sticker that shows how to properly operate the machine. If you have a question on how to use a certain piece of equipment please ask a manager or supervisors, never try to figure it out on your own.

When you first walk into the gym you will notice all of the cardio equipment as well as the group x classes. The leg machines are located in the center of the gym some examples of machines will be the calf raises, inner and outer thigh, free standing squat, and leg press. Remember these will also be color coded red. The back machines will be in the far left hand corner of the gym and are colored blue. Some examples of machines are the pull-down bars, Roman chair, and the back extension sit up machine. You can find the triceps/biceps machines in the far right hand corner of the gym these will be all of your free weights, and color coded green.

24 Hour Fitness is bringing in some new equipment starting on May 4, 2014. Each employee is going to have a mandatory one hour class on how this equipment is going to work. The new machines are going to be different than any other machines in the gym. They rock with your body instead of having just free standing equipment. We will also introduce a cross training structure called TRX. This is going to be used for Personal Training only. By law you may only use the machine if you are certified on it. If you become interested in learning how this machine works or getting certified on using it, get with a manager, and they will get you started on the process.

If a staff member is caught horse playing around on any piece of the equipment they will be terminated immediately. 24 Hour Fitness has a zero tolerance policy when it comes to safety. We have only had one accident regarding a misused piece of equipment, and we are going to keep it that way. So when in doubt ask.

Broken Equipment

If you see a piece of equipment that is broken you need to fill out the broken equipment form that is found at the Front Desk. Immediately place the form on the piece of equipment that is broken that way no one will get hurt. There will be a three digit number on the front of the machine followed with a letter. Write this four digit code down and put it in the broken equipment file on the Front Desk. This is how the maintenance crew knows which machines are broken and need to be fixed. Once you have done all this, you need to notify a manager or supervisor of the broken machine.

Never try to fix a machine on your own. You have no training on fixing the equipment and you could potentially break it even more than it already is. You can also hurt yourself and others around you. Notify maintenance and let them deal with the problem.

Fly Chapter 5

Cleaning the Gym

Locker Rooms

Every thirty minutes a manager will ask a male and female employee to do a locker room check. Obviously the male will check the male locker room and the female checks the girls. This means that you will make sure that all locker doors are shut, bathroom windows are clean, showers are draining properly, and pick up any trash on the floor you may see. Locker number 691 is the locker with all of the cleaning supplies in it. The lock combination is 691. There is a clipboard on the outside of each locker room the employee that does the locker room check must initial this chart after they have finished cleaning.

If you find any problems like a clogged toilet or a shower drain stopped up notify a manager immediately. You will also go to the Front Desk and ask for an Out of Order sign. You write down the reason and the date. Just like the workout equipment there will be a three digit number followed by a letter. You will find this code for the bathroom on top of the toilet paper dispenser, and on the shower, it will be on top of the shower head. Remember this code then return to the Front Desk write it down on a piece of paper with what the problem is, and place it in the broken equipment folder. A maintenance employee will fix the problem. Once again please never try to fix the issue you can get hurt, and you have no training on it.

Workout Machines

24 Hour Fitness hires a cleaning crew to deep clean all of the workout machines. As an employee you still have to wipe them down periodically. The cleaning bottle to wipe the machines down will be located in front of the group X room, next to the basketball court, to the left of the main water fountain in the center of the gym, and to the right of the cardio equipment. Once every hour three employees will be assigned to make a walk trough of the gym and wipe down any dirty equipment. The main thing you are looking for is sweat.

It is required that the employees assigned to this job wear gloves. Our employees and their safety are our number one concern. By wearing gloves it protects you from cross contamination, as well as from getting sick, or picking up a disease. Dispose of the gloves in the trash immediately after cleaning, and wash hands thoroughly.

Kids Club

The Kids Club is going to be the most important area to clean in the gym, because this is where all the kids go while their parents work out. Chemicals of any kind are never allowed in the Kids Club while it is being occupied by children. You must wait until the Kids Club closes before you can clean it. The Kids Club closes at 1:00 p.m. Monday through Friday then reopens 4:00 p.m. to 9:00 p.m. On Saturday the Kids Club closes at 1:00 p.m. and stays closed, on Sundays Kids Club closes at 4:30 p.m. and stays closed. If caught cleaning the Kids Club with a child in it you will be terminated immediately.

The spray bottle for cleaning the Kids Club will be located at the Front Desk labeled Kids Club. You may only use this bottle for cleaning. You spray down the jungle gym, red baby circle, blue couch in front of the TV, dance machine, and all of the toys in the toy box and on the floor. You spray all of these down, and wait five minutes before you wipe it. This allows the chemical to soak into everything, and kill all of the germs. After five minutes there is a box of white rags underneath the Kids Club check in desk, you use a separate rag for each piece of furniture you wipe down. This prevents cross contamination of germs. After wiping everything down you sign the cleaning binder, which is located on the wall next to the check in computer. Lastly before you leave the Kids Club turn off the lights and close the door.

Fly Chapter 6

Closing the Gym

We Never Close

As you know by the name 24 Hour Fitness never closes, but shifts do end. When your shift ends you must clock out but before you do that, one employee will cash out the cash register. There is a binder at the Front Desk labeled Register this walks you step by step on how to close the register. If you have any questions find a manager or another employee immediately, never assume anything you can mess the whole register count up. Make sure that there is another employee present they must sign off on the cash register form as well as be a witness. This is for your protection in case there is ever an issue or question.

The money that you cash out will go into a bank bag which is in the left drawer next to the register as well as the cash out form that you and your witness signed. Once you have done this, there is a safe directly underneath the register place the bag into the safe and then clock out.

Index

24 Hour Fitness, 1, v, 3, 4, 9, 10, 13, 12
cash register, 5, 10, 12
corporate, 4, 9, 10
equipment, 4, 6, 10, 13,
Front Desk, 3, 5, 7, 9, 10

Kids Club, 4, 10, 11
machine, 3, 8, 9, 10, 11, 12
maintenance, 5, 10, 12
managers, 4, 7, 9
training, 3, 4, 5, 6, 9, 10, 11