

CLUB OPERATIONS STANDARDS

DAILY SHIFT READINESS & HANDOVER GUIDE

Shift Start Checklist (Beginning of Shift)

- CCTV, security, panic buttons, AED, first aid kit checked
- Fire exits and extinguishers inspected
- Doorbell, key fob, and tailgating sensors tested
- Entrance, lobby, office area clean and presentable
- External signage and LED screens working & compliant
- Guest register and waiver forms updated and available
- PC (GymMaster, Clubhub, Membr, CCTV) functional
- TI sheet, business cards, QR/socials ready at front desk
- LED/casual pricing display correct
- Cardio, free weights, recovery, basketball, PT areas inspected
- Bathrooms cleaned and fully stocked
- Consultation spaces and body scan machine ready
- Notice boards, academy timelines, and timetables updated
- Merchandise rack neat and stocked
- Scheduled social media posts verified
- Music, scent system, humidifier, clocks tested
- Daily team goals (calls, tours, leads) reviewed
- CRM, Trello, GymMaster tasks checked

Shift End Checklist (End of Shift)

- Final member safety walk-through completed
- PT offices, recovery areas, storage secured (if unattended)
- CCTV system recording confirmed
- Weights re-racked, equipment sanitized
- Cardio, recovery, basketball areas cleaned and safe
- Bathrooms sanitized, restocked, trash cleared
- Guest register updated; waivers filed
- GymMaster reports saved (leads, members, dashboard)
- Sales/price documents returned in place
- Next-day social media posts scheduled
- POS transactions reconciled in GymMaster/Square
- Confirm no cash stored onsite
- Inventory logged (merchandise/vending)
- Receipts/expenses filed in Google Drive
- Shift tasks logged in Trello/CRM
- Issues noted (maintenance, safety, member concerns)
- Pending actions handed over to next shift