



Daily Shift Readiness & Handover Guide

Objective: This SOP ensures that UAC clubs maintain consistent brand, safety, and operational standards across all shifts in a 24/7 environment. It provides a structured system for shift-start and shift-end checks that safeguard member safety, enhance the member journey, and support operational excellence.

This SOP provides a structured checklist that:

- Safeguards member **safety and security** through consistent facility checks.
- Reinforces **brand recognition** and **compliance** with UAC marketing and signage standards.
- Ensures **operational readiness** across all systems, equipment, and member service touch points.
- Supports **financial integrity** through accurate daily reconciliation and reporting.
- Enhances the **member experience** by maintaining a clean, organized, and welcoming environment.
- Promotes **staff accountability** and **productivity** by setting clear opening and closing responsibilities.

By following this SOP daily, clubs create a consistent, professional, and member-focused environment that supports retention, sales performance, and overall operational excellence.

Shift Start Procedure (Beginning of Any Staff Shift)

(Responsibility: Assigned Staff / Club Manager)

1. Safety & Security

- Confirm security system and CCTV are fully operational.
- Check panic buttons, AED, and first aid kit status.
- Inspect fire exits and extinguishers for accessibility.

2. Member Access & Frontage

- Test doorbell, key fob, and tailgating sensors.
- Walk-through: ensure entrance, lobby, and office areas are clean and welcoming.
- Verify external signage and LED screens are lit, accurate, and compliant.

3. Front Desk Readiness

- Ensure guest register and waiver forms are updated and accessible.
- Power up and check PC with GymMaster, Clubhub, Membr, and CCTV software.
- Place TI sheet, business cards, and QR/socials at desk.
- Confirm LED/casual price list displays correct rates.

4. Facilities & Equipment

- Conduct quick safety and functionality checks in cardio, free weights, recovery, basketball, and PT areas.
- Restock and sanitize bathrooms.
- Confirm consultation spaces and body scan equipment are member-ready.

5. Marketing & Brand Presence

- Ensure notice boards, academy timelines, and GE timetables are current.
- Verify merchandise racks are neat and stocked.
- Check that scheduled social media content is prepared by KODE0.

6. Operational Readiness

- Test music system, scent diffusers, humidifiers, and clocks.
- Review team daily goals: leads, calls, and tours.
- Confirm CRM, Trello, and GymMaster tasks are updated.

Shift End Procedure (Conclusion of Any Staff Shift)

(Responsibility: Assigned Staff / Club Manager)

1. Safety & Security

- Walk-through: confirm all members are safe; no hazards present.
- Secure PT offices, recovery areas, and storage if unattended.
- Check CCTV system is recording.

2. Facilities Reset

- Re-rack and sanitize free weights and equipment.
- Sanitize cardio machines, recovery stations, and basketball equipment.
- Replenish and clean bathrooms.
- Remove trash and tidy all member areas.

3. **Operational Closure (Shift-Level)**

- Update guest register and file completed waivers.
- Save GymMaster reports for leads, member activity, and prospect dashboards.
- Confirm sales/price documents are returned to place.
- Verify next scheduled social media posts are set.

4. **Financial Controls**

- Reconcile POS transactions for the shift via GymMaster/Square.
- Confirm no cash is stored onsite.
- Log merchandise/vending sales in inventory system.
- File receipts or expenses digitally.

5. **Staff Accountability**

- Record shift tasks in Trello/CRM for transparency.
- Note issues (maintenance, member concerns, safety risks).
- Communicate pending follow-ups to the next shift.
- Conduct a brief shift handover or log entry.