0.

Do they use any software solution currently?

No. But they keep the member details in a crude access 2003 tale.

Everything else is booked manually.

1.

What kind of information handled/received by staff interactions during work?:

* Induction booking in manual folder
* He also said member data input happens always after actual induction, because it initiates the card access process
* Class booking requests
* Trainer booking requests
* Trainer details
* Resource details (like minivan renting)

2.

What data do you record about members?

- FirstName   
- LastName   
- SID   
- MembershipType (Student, Staff, Gym Member, SportsFederation, Gym + SportsFederation, Gym Alumni, Gym Shorterm, Gym SummerSchool, Community Monthly, Community PAYG)   
- Gender   
- Expire Date   
- Renewal (YES, NO)   
- Address   
- Email   
- Phone Number   
- Emergency Number   
- Nationality   
- Receipt Number   
- Money Taken (initials of the person who took the money)   
- Club (if applicable)

3.

What data do you record about trainers?

-name  
-Date of birth  
-qualifications (what classes can they do)  
-inductioning (yes/no)  
-personal training (yes/no)

4.

What are the gym business hours (when is it open for member access)

8am-10pm

5.

What are the shift and lunch times?

- Shifts work from:   
- Early shift: 7:30 till 2:30/3:30   
- Late shift: 1pm till 8pm   
  
Lunch time: 1pm till 1:30pm