

# RECEPTION CHECKLIST - STAFF ONBOARDING

**Employee name:**

**Supervising Manager:**

**Roles:**

**Start date:**

## WEEK ONE:

DAY 1 - Club and general orientation	Supervisor	Date
Meeting with Club Manager/Franchisee		
Club Structure and introduction to team		
Position Description and KPI's and employment paperwork completed.		
Roster / Payroll System		
Telephone operation and standards for use		
Basic Reception procedures and Front Desk Operations Manual		
Occupational Health & Safety	Supervisor	Date
First Aid location and Evacuation points		
Club Emergency and Security Procedures		
Familiarisation of the club and alarm system		
Incident report forms		
Member safety procedures in unstaffed hours		
Club Product knowledge	Supervisor	Date
Participate in Member Induction orientation (shadow)		
Participate in a Personal Training session (shadow)		
Participate in a reformer Pilates session (shadow)		
Participate in a Hypoxi session		
Participate in a FIIT30 class		
Participate in a variety of Group fitness classes		

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Introduction to Sales	Supervisor	Date
Participate in a club tour and price presentation		
Sales enquiry process		
Getting to know you forms		
CRM – daily calls lists		
Introduction to Membership packages		
Introduction to Systems		
Group Fitness timetable and programs		
Terms and conditions		
Handling of enquiries face to face		
Telephone leads – scripts and role plays		
Local and online Marketing strategies	Supervisor	Date
Social media		
Local outreach		
Corporate initiatives		
Referrals - Member care calls		

Training, role plays and shadowing	Supervisor	Date
Trainee to shadow Club Manager / Membership Sales Consultant on: <ul style="list-style-type: none"> <li>+ tours</li> <li>+ handling enquiries</li> <li>+ follow up calls</li> </ul>		
Club Manager / Membership Sales Consultant to conduct role plays with trainee: <ul style="list-style-type: none"> <li>+ on tours</li> <li>+ handling enquiries</li> <li>+ follow up calls</li> </ul>		
Club Manager / Membership Sales Consultant to conduct role plays with trainee, conducting follow up: <ul style="list-style-type: none"> <li>+ members who have attended introductory sessions</li> <li>+ rescheduling appointments</li> <li>+ cancellation of appointments <input type="checkbox"/> non-attend</li> </ul>		

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<p>Club Manager / Membership Sales consultant to go through reporting:</p> <ul style="list-style-type: none"> <li>+ financial statistics</li> <li>+ tracking of gross sales</li> <li>+ track progress on individual targets</li> <li>+ sales summary paperwork</li> <li>+ targets</li> </ul>		
<ul style="list-style-type: none"> <li>+ Administration tasks <ul style="list-style-type: none"> <li><input type="checkbox"/> Membership sign up</li> <li><input type="checkbox"/> Deferrals</li> <li><input type="checkbox"/> Cancellations</li> <li><input type="checkbox"/> Transfer to another Fernwood club</li> </ul> </li> </ul>		
<p>Reception basics and recap on skills / information already learned</p> <ul style="list-style-type: none"> <li>+ Telephone operation</li> <li>+ communication diaries / DAB / growth chart</li> <li>+ PT, FC, FIIT30, Refomer and Hypoxi</li> <li>+ Merchandise Prices</li> <li>+ Membership packages (including T's &amp; C's)</li> <li>+ Membership sign up procedure</li> <li>+ Take incoming enquiries (refer to script)</li> <li>+ Administration – deferrals, cancellations, transfers, upgrades, downgrades.</li> </ul>		
<p>Selling the experience!!</p> <p>Club Manager to conduct mini training session on following using resources and information from Intranet, eLearning &amp; Sales workshops:</p> <ul style="list-style-type: none"> <li>+ Building rapport</li> <li>+ Using GTKY to assess needs and results wanted</li> <li>+ Asking qualifying questions on GTKY and using as a sales tool</li> <li>+ The Experiential Tour – linking features to benefits. Showing solutions to the need</li> <li>+ The close and referrals at POS (merchandise sales)</li> <li>+ Upgrading, upselling and cross selling</li> <li>+ Member retention – contribution from other areas</li> </ul>		