

CLUB MANAGER CHECKLIST

DAILY

Follow up on team checklist or duties from the day before to ensure they have been completed	
Check sales performance and ensure weekly and monthly goals are on track (assist team when necessary to ensure leads are followed up promptly)	
Floor walks to ensure club is clean and tidy, everything is functioning properly, no equipment is out of order	
Respond to Facebook messages, comments and posts as needed	
Ensure emails are checked and provided with a prompt response	
Cancellation Request calls (as required)	
Check previous days end of day reports and ensure on track	
Meet with staff on shift and ensure they are up to date with the day's promotions, tasks and duties	
Useful daily reports (<i>Exerp -> Reports -> Extract Wizard -> Franchisees</i>) 1. No visit 18 day (<i>Exerp -> Reports -> choose from list</i>) 2. Cash Register Closing Summary 3. Cash Register Sales QLIK reporting is also useful to check at any point throughout the month	

WEEKLY

Coordinator meeting - to check and document KPIs	
Sales Team meeting on Monday mornings	
Ensure socials (Facebook & Instagram) are active (minimum 3 posts p/week)	
Assist with ongoing outreach and promotions	
Stay up to date with NSO communications, events and promotions	
Weekly banking and cash balancing	
Send weekly report to Franchisee every Friday	
Useful weekly reports (<i>Exerp -> Reports -> Extract Wizard -> Franchisees</i>) 1. Add-On Extract 2. Clip Cards Report QLIK reporting to assist with filling out weekly club recap for franchisee	

FORTNIGHTLY

Complete payroll	
Monitoring direct debit numbers - ensure there is an increase	
Useful fortnightly reports (<i>Exerp -> Reports -> Extract Wizard -> Franchisees</i>) 1. PT payroll report 2. 12 Step Passport Report	

MONTHLY

Prepare and plan for monthly staff meeting	
Prepare and deliver sales and other club targets	
Expand on quarterly action plans to ensure enough activity is occurring for sales/retention	
Cancelled Member Calls	
Check new member report and ensure they have completed 12 Step Passport	
Monitor and assess growth calculation numbers	
Monitor rostered hours and classes to ensure wages are kept at a minimum	
Monthly check in with Franchisee on club stats	
Useful monthly reports (<i>Exerp -> Reports -> Extract Wizard -> Franchisees</i>) 1. Cancellation Report	
QLIK reporting to check monthly club numbers and KPI report	