**Management Plan**

Subsection 6.2

CHRISTOPHER SIGOUIN

Christopher Sigouin is a native of Prince Edward Island and a graduate of the Computer Information System (CIS) program at Holland College. His work history includes various types of customer service related positions such as technical service support and accounts receivable representative. A great deal of his business knowledge base comes from volunteer web development / design experience as well as business related course content during his education. He has a passion for programming, interests in video games and a dry sense of humour at times that requires an explanation afterwards. Described as a confident and highly organized individual, he strives for gold in all endeavours.

Christopher brings a wealth of customer service related experience to the business.. Accompanied with great organizational skills and a sharp eye for detail, business processes can run smoothly and without worry of missing important elements. He possesses strong technical backgrounds in software development and various IT related subjects. With volunteer web development experience under his belt, he can state firsthand how a clients needs can be addressed and fulfilled. Client needs are ever changing in today's fast paced market, so to face those requirements Christopher uses his keen and open minded intellect to reach satisfactory results.

As Chief Operating Officer (COO) of Level Up! Gym, Christopher is considered as an organizer or inside / operations manager who is responsible for making sure that goals and/or projects are completed by their deadlines. He is to ensure that all operations run smoothly and economically while paying attention to all details necessary. Main duties would include working with managers on any issues that arise, resolving escalated matters accordingly and general day to day operational duties. Once the business moves more into software development production to further its services, Christopher will assist as one of the lead programmers and oversee development projects with the assistance of Mike, Chief Financial Officer.

Michael Gergely

I have always been interested in mathematics and the main reason why is the problem solving aspect. This led me to give programming a shot and discover how great it is. I’m a firm believer in having a balanced life between mental and physical strength and I try to accomplish this through regular exercise, eating well and learning as much as I can. I really enjoy my job at Level Up! because it allows me to work with numbers and code on a daily basis and also have a say in the inner workings of the business.

I can bring to the company a love for doing what my job entails, which is working with numbers, the financial aspect, and programming awesome things for the company. I also love exercising and helping others learn how great exercise is. In my past I worked as a volunteer personal trainer so I believe I can have a strong bond with those who are customers to us and help them achieve their goals. I have a degree in Computer Information Systems from Holland College and during my degree we learned a very broad selection of computer technologies that covers many that are required for developing entire systems and the knowledge on safe practices as well as customer satisfaction.

I have 2 primary job responsibilities, being a lead developer alongside Chris, and being the chief financial officer. As a CFO I work with the top level financial aspects of the business, such as designating pay, working with the Tanner, who is the marketing manager, and more. The bulk of the work to accomplish these tasks will go to the accountant to complete. The aspect in which I am working on the vast majority of my time is coding. We will be working on our business website, our apps, and various virtual games that users will play while exercising. These positions require a good foundation in mathematics, and programming.

Subsection 6.3

The following headings below outline the areas of expertise that our management team lacks. In order to overcome these gaps in experience, we describe the following methods to fill those particular voids under each heading below. This is to ensure that all areas of the business are addressed with a professional attitude and skill set.

General and Personal Fitness Training

The nature of our companies business is fitness driven; therefore, the most effective methods of training should be implemented for the various age categories that we will cater towards. Our business goals include the hiring of two fitness professionals to oversee each main area and ensure members safety. Research conducted by our team on the subject matter would be taken into consideration while developing the exergaming and profile software.

Daily Sanitization & Hygienic Practices

A fitness facilities reputation depends greatly on how well it is maintained through regular cleaning intervals. To uphold this image and ensure that members feel comfortable in the environment, a full time cleaning employee would be hired to manage all aspects of sanitization within the facility

Terms and Conditions for Memberships

To ensure maximum protection for our business as well as for our clientele, a professional lawyer would be consulted to document and produce a well-structured terms and conditions form that will apply to each and every new member of our facility.

**Personnel Plan**

Subsection 6.4

In the initial stages of our business, we will have a large portion of the duties done by those who are already here. As leadership staff, we will each oversee all operations equally, but still maintain focus on individual roles. Due to the possibly large customer base that may occur once our establishment is fully operational, we will require a few employees to oversee L1 and L2 area as well as cleaning staff to manage the sanitization of the facility.

Below outline our staffing requirements:

Fitness Professionals

These professionals should be fully qualified to deal with any fitness related questions from our members and be trained in first aid procedures encase injury does occur. We would also look for technical skills with video game consoles, audio / video equipment and general technical prowess, but this will not be fully required as training will be provided.

Cleaning Staff

A professional cleaning staff member will be responsible for the facilities sanitization and general upkeep during business hours. It is vital that this is maintained for the reputation of the business and the wellbeing of our members.

Note:

The following positions have multiple people in the same position, this will be accounted for in the yearly total:

Fitness Professionals: 2

Cleaning Staff: 1

The chart below shows annual dollar amounts payable for each position based on their rates outlined in the financial section. Each year there is an increase in pay to the position as outlined in the operational section.

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | Year 1 | Year 2 | Year 3 |
| Fitness Professional ( L1 area ) | $23,520 | $24,360 | $25,200 |
| Fitness Professional ( L2 area ) | $23,520 | $24,360 | $25,200 |
| Cleaning Staff | $20,160 | $21,000 | $21,840 |
| **Total Personal Costs** | $66,660 | $69,720 | $72,240 |