

## **DUTIES ON SHIFT - Fitness Instructor**

You will have been given a copy to read of the following documents. It's important that these are read and understood and form your daily routine.

- **Covid-19 Health & Safety Policy and Risk Assessment**
- **Implementing Protective Measures within a non-healthcare setting**
- **Cleaning and Sanitising Guidance**
- **Daily Cleaning Action Plan and Open/Close Procedures**
- **Reinduction for Staff**
- **FAQs**
- **Personal Safety Guides for Gym and Classes**

**If you feel unwell or show any signs or symptoms that could be related to Covid-19, please stay away and call Gary straight away.**

## **KEY DETAILS ON SHIFT**

- **CLEANING** - strictly follow and carry out the Daily Cleaning Action Plan and Open/Close Procedures - Be seen to Clean (instilling visitor confidence)
- **CAPACITY** – our pre-booking system ensures the number of people in the building is kept within the safe limit set. IT IS YOUR RESPONSIBILITY to keep a headcount of the number of visitors using the Gym space at any one time.
  - There should be no more than 30 visitors (excluding PTs and staff) in the Gym/Cardio area at any one time.
  - If there are 30 or more, check arrival times and if anyone has exceeded 1 hour, remind them of this and politely ask them to leave. They can book a later slot if available.
- **SOCIAL DISTANCING** – we've created a 2m space between our equipment where possible; and Personal Safety Guides for Gym Use that remind users they MUST NOT:
  - Move Benches (which have been positioned to ensure social distancing)
  - Stay 2m distance if training with a friend (who is outside your social bubble)

IT IS YOUR RESPONSIBILITY to ensure people are adhering to these Rules. If not, please remind them of the correct Gym use during this time.
- **CLASS SET UPS** – have been carefully planned to ensure the correct number of people attend and distancing measures are adhered to.
  - If you are asked to set up a Studio for a class, please make sure you follow the planned layout exactly. This includes the correct position and set up of bikes in the Outside area.
  - Do not allow class numbers to increase. This includes any last-minute requests by Instructors.

- **TALK TO PEOPLE** – our customer service MUST be exceptional. We need to increase and sell Memberships AND retain the customers we have.

CUSTOMER ENGAGEMENT – from the moment they come through the door

- Existing customers – engage with them at least a couple of times during their visit. You should be doing this every day anyway, but at the moment, it's the best way to get feedback on how safe they feel and if we can improve anything for them.
- Returning customers - make sure they know we're treating their safety as paramount. Talk them through the cleaning protocol and walk them through the new gym layout - set them at ease – it's a big step for some people to return to the gym environment.
- New customers – this is your chance to increase our Membership – first impressions count! Remember social distancing as you meet and greet and offer to walk them through the gym layout. Make sure they know we treat Covid seriously, we have an enhanced cleaning programme, managed numbers of users by using a booking App.