

## **FRONT DESK**

### **DAILY**

#### **GYMMASTER**

1. Check NEW enrolments for deficiencies or errors, correcting any mistakes
2. Check all billing details are entered correctly and direct debits are set up
3. File all enrolment and direct debit authorisation forms
4. Sort and contact members who require additional information – cell number, email address, signature, dd authorisation etc.
5. Check Debtor Exception report. Assess issue and action recommendation. Update individual files.
6. Check Debtor report. Sort members pending payment from invoice; members issued notices; members in credit; new debtors: members not paying to be sent to debt collection. Update individual files.
7. Initiate notice procedures for payment and debt recovery – seek approval from Facility Manager to proceed
8. Check that all payments received over the counter are correctly entered against member profile
9. Receive any update on fees from Finance Administrator for any member payments received via the bank /MYOB.
10. Check Tasks list, complete actions and update individual files.
11. Provide monthly membership reports as requested by Facility Manager
12. Input all completed health & fitness assessments to member files
13. Attend to any incorrect member accounts from Cash Up process

#### **STOCK & STOCK TAKE**

1. Complete the weekly stocktake and file in Stocktake folder
2. Replenish stock as and when required
3. Complete Purchase Order form and order stock
4. Input details in GM when new stock arrives
5. Produce a monthly shop stock report
6. Check paper towel and toilet roll supplies and order as required
7. Create a current asset register – equipment in the gym, group fitness, office, kitchen, store room
8. Maintain the boxing equipment register at front desk

#### **CUSTOMER SERVICE/RECEPTION**

1. Ensure customers are greeted in a welcoming and friendly manner
2. Answer phone in a professional manner
3. Introduce yourself to members and ask how you can assist them
4. Assist with all customer enquiries. if unsure always refer to Facility Manager
5. Explain the membership and payment options available including the specials.
6. Provide retail service and sales of drinks, protein products, casual workouts etc
7. Assist to ensure members are utilising the Gym facility in a safe manner
8. Assist to ensure members are exercising in a safe manner
9. Keep reception area clutter –free, dusted and tidy at all times

10. Ensure the computer system is locked when not in use
11. Take prospective clients on tour of the facility as and if required.

#### **HEALTH & SAFETY**

1. Maintain front desk registers – casual visitors, service contractors, equipment register
2. Check H&S folder and inform Facility Manager of actions required by set timeframes
3. Remain vigilant for any potential H&S hazards.
4. Isolate hazard immediately if possible - or restrict access to area.
5. Inform Facility Manager immediately

#### **ADMINISTRATION**

1. Photocopy additional forms. Ensure Template folder has ample supply.
2. Replenish workout cards and eftpos rolls
3. Replenish first aid kit as required
4. Purchase stationary and supplies
5. Maintain an accurate filing system
6. Update website and facebook as when required
7. Create new signs for the gym as required
8. Collect mail from post office box