



Brickhouse Gym Employee User Manual

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April 09, 2013

Introduction

Welcome to the Brickhouse Gym Employee Family

We here at Brickhouse Gym welcome you to our establishment as a new employee. We focus on giving you a great work experience and where you can learn many ways to better your overall health. We believe that each employee is an important part of our business in order for it to run smoothly and grow. We hope you take pride in being a member of the Brickhouse team.

This manual is designed to guide you through our gym and provide you with the information needed to get accustomed to the work requirements. Our employee policies and procedures are also listed for you to learn and follow. Along with this manual you will have the guidance of fellow senior employees and management to make this as easy as possible. We hope you find your experience here at Brickhouse Gym rewarding, challenging, and enjoyable. Welcome to the Brickhouse Gym team.

Information about Brickhouse Gym

Brickhouse Gym continues to be an icon in Denton County, Texas. Since 1993, we have offered our members a workout facility that meets any fitness goal ranging from “getting in a little exercise” to professional bodybuilding. We offer:

- Motivating and skilled trainers
- Nutritionist
- Free weights
- Aerobics classes
- Free supervised child care

Brickhouse Gym History

The Brickhouse Gym opened for business in November of 1993. With less than a three-year history, the company had expanded its facility three times and 13 years later on March 2007 we opened a new gym. Although new, our track record came to the attention of Inc. 500 and the Brickhouse Gym was considered as a potential candidate for the 1996 Inc. 500 list. The Inc.500 recognizes the 500 fastest-growing private companies in America. It published this prestigious list annually since 1982. Our growth and success can be attributed to our high quality of services, facility and staff.

Brickhouse Gym hopes to continue to grow. We believe with the highest of standers “The sky’s the limit.”

Employee Manual

This manual is intended to provide employees of the policies here at Brickhouse Gym. We encourage you to familiarize yourself with the contents of this manual, for it will answer many common questions that may come up during your employment her at Brickhouse Gym. Though it contains important information about our employee procedures we encourage you to ask any questions you may have regarding this manual or any other aspect of our facility. But remember to always refer back to this manual before hand.



Employee Shift Procedures

The following are instructions on how to complete simple day-to-day task you may be instructed to do.

(We recommend that you refer back to this employee manual for any questions while on shift before asking for help, often time you will find your answer there.)

Working with Other Employees and Staff

Working with Fellow Co-Workers

While working with others you should respect one another and work as a team to get the days duties done. Remember that working as a team makes task easier and quicker to accomplish. Try splitting task up to get more done faster, there should be no playing around, this could lead to injury.

Working with Upper Staff Members

While working with staff members always remember to be respectful and polite. They are in charge of you and look out for you safety. When asking questions about the gym be detailed so they are able to give you appropriate and precise answers.

Employee Shift Procedures

Before your Shift

Before even starting you should think about the following:

- Proper uniform
 - Brickhouse Gym staff shirt
 - Exercise shorts or pants
 - Closed toed shoes

- Pre-clock in checklist
 - Make sure the shift before you has completed clean up and any other shift duties before they leave.

Starting your Shift

When starting your shift think about the following:

- Clock in
 - You are required to clock in and clock out every day you come to work.
- Multipoint check of the gym
 - Cleanliness of restroom facilities
 - How many clean towels available for members
 - Walk around gym and put up any weight not put back in proper place

While on shift

While on shift think about the following:

- Always stay aware of any unsafe usage of the gym
- Keep up with clean towels
- Keep up with cleaning the restroom facilities and exercise equipment

End of Shift

Before finishing off your shift consider the following:

- Make sure all equipment is in its proper place
- Check the restroom facility for proper cleaning
- Pass on any information or to do items that need to get done while on next shift

Answering Gym Member’s Questions/Concerns

Members or potential members often call or come and visit us for information about our facility.

The following are some of the most common ask questions:

- **Memberships prices**
 - Our membership prices often change throughout the year, since we have seasonal specials. (Refer to the specials of the season located on the front desk bulletin board) **Usually \$25 dollars a month.**
- **Programs**
 - Brickhouse Gym offers its members several types of programs and classes designed too meet your style, schedule, and fitness needs.
- **Trainers/ Trainers Prices**
 - We hire only the best trainers to assist members as they work towards their fitness goals. Our trainers have a wide variety of experience and specialty areas.
 - They bill by the hour, with rates starting at \$45 per person per hour.
- **Calendar events**
 - Brickhouse gym has a calendar on our website in in house displaying all of our upcoming events and classes. (Refer to it for members with questions about upcoming events)

Example of Calendar

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Apr 1 9am Bootcamp 10am PiYo with 5:30pm Zumba 6pm Spin with +2 more	2 5am Spin with 8:15am Dynam 9am Interval v 10am zumba w +2 more	3 8am turbokick 9am PiYo with 10am zumba w 5:30pm Piyo wi +2 more	4 5am spin with 9am Cardiokic 9am Spin with 10am zumba w +4 more	5 8:30am Yoga w 9:30am Dynam 10am zumba w	6 7:30am Zumba 8:30am interva 9:30am Martial	7
8 9am Bootcamp 10am PiYo with 5:30pm Zumba 6pm Spin with +2 more	9 5am Spin with 8:15am Dynam 9am Interval v 10am zumba w +4 more	10 8am turbokick 9am PiYo with 10am zumba w 5:30pm Piyo wi +2 more	11 5am spin with 8:30am Dynam 9am Cardiokic 9am Spin with +5 more	12 8:30am Yoga w 10am zumba w	13 7:30am Zumba 8:30am interva 9:30am Martial	14
15 9am Bootcamp 10am PiYo with 5:30pm Zumba 6pm Spin with +2 more	16 5am Spin with 8:15am Dynam 9am Interval v 10am zumba w +4 more	17 8am turbokick 9am PiYo with 10am zumba w 5:30pm Piyo wi +2 more	18 5am spin with 8:30am Dynam 9am Cardiokic 9am Spin with +5 more	19 5am Spin with 8:30am Yoga w 10am zumba w	20 7:30am Zumba 8:30am interva 9:30am Martial	21
22 9am Bootcamp 10am PiYo with 5:30pm Zumba 6pm Spin with +2 more	23 5am Spin with 8:15am Dynam 9am Interval v 10am zumba w +4 more	24 8am turbokick 9am PiYo with 10am zumba w 5:30pm Piyo wi +2 more	25 5am spin with 8:30am Dynam 9am Cardiokic 9am Spin with +5 more	26 5am Spin with 8:30am Yoga w 10am zumba w	27 7:30am Zumba 8:30am interva 9:30am Martial	28
29 9am Bootcamp 10am PiYo with 5:30pm Zumba 6pm Spin with +2 more	30 5am Spin with 8:15am Dynam 9am Interval v 10am zumba w +4 more	May 1 8am turbokick 9am PiYo with 10am zumba w 5:30pm Piyo wi +2 more	2 6am spin with 8:30am Dynam 9am Cardiokic 9am Spin with +5 more	3 8:30am Yoga w 10am zumba w	4 7:30am Zumba 8:30am interva 9:30am Martial	5



- **Classes**
 - Athletic based classes
 - Cardio kickboxing
 - Turbo kick
 - Boot camp
 - Sports conditioning
 - Interval
 - 20/20/20
 - TBC (total body conditioning)
 - Spin
 - Kick boxing
 - Dance aerobic classes
 - Zumba
 - Resistance classes
 - Pump it up
 - Specialty classes
 - Ball fusion
 - PIYO (Pilates and Yoga)
 - Step classes
 - Step
 - Circuit
 - Combo

- **Brickhouse gym hours, phone, and location**

- **Hours**

- **Monday – Thursday**
5:00 am until 11:00 pm

- **Friday**
5:00 am until 10:00 pm

- **Saturday**
7:00 am until 8:00 pm

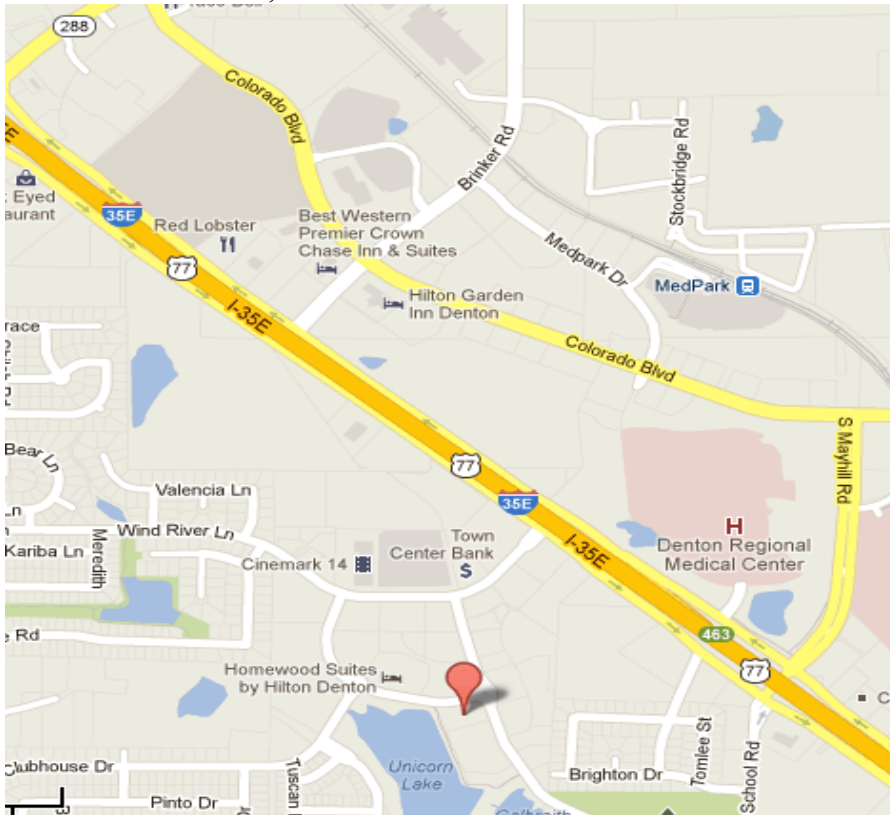
- **Sunday**
10:00 am until 6:00 pm

- **Phone**

- (940) 243-1215

- **Address**

- 3300 Unicorn Lake Blvd.
Denton, Texas 76210



- **Run to the House 5K run & 1K walk**
 - We have recently started to competitive run to promote better health and to benefit the greater Denton Sports Commission



Dealing with Customers in House

- Always greet our customers as they walk in.
- If it is a new and potential member ask them if there is anything you could help with or answer any questions they may have.
- With members asking for assistance with exercise equipment:
 - Depending on the situation you may go and help if it is a simple task
 - If it involves anything to do with a personal training question, politely tell the customer that you will get one of our personal trainers to answer that question.
- If you do not know the answer to a question ask someone who will and get back with the member.



Telephone Inquiries

Hospitality is key when dealing with members over the phone always remember to do the following:

- When answering the gym's phones always answer with "**Brickhouse gym Denton, how may I help you?**"
- Try to answer callers question as clear and correctly as possible.
- If you do not know the answer to the callers question, ask them if they can hold than ask supervisor for the information needed.
- Always be polite on the phone.

New customer registration

Brickhouse Gym offers a free one-week trial for customers that are not sure if they want to become an actual member. Ask them if they would like a tour of our facility.

After that one week it is up to the customer to choose to stay here at Brickhouse gym or go somewhere else. You should never pressure them into a membership.

When the customer are ready for apply:

- Hand them the registration form and after they are done look over it and make sure nothing is missing.
- Make a copy of their driver's license along with the membership form for our records.
- After this is done hand them over to a staff member to complete the membership process.

Working with Member Groups

Brickhouse Gym often accommodates groups of people planning an event. Including:

- Companies coming in for a intro to fitness classes
- Brickhouse gym calendar events

When these groups come in always greet them and sign them in. If they are not sure the location of the group or calendar event direct them the appropriate location.

If a group representative is coming to plan an event sign them in and ask them to wait will you go get a staff member to give him further information.

Brickhouse Gym also offers an in house child care service at no extra charge. If a member is interested in this program they will have to fill out the **Supervised childcare application** with their and their child's information. Escort them to the childcare area for an overview of the facility.

Gym equipment

Checking Out Gym Equipment

Here at Brickhouse gym we offer free gym equipment for our members while at the gym, such as:

- Weight belts
- Resistant bands
- Wrist straps

In order to check these and other items out the members must sign the item out on the check out log. When working the front desk you are responsible for this logbook and making sure members return these items. Once the item is returned cross off their name and put your initials in the center of that line showing you have received the item back.

Exercise equipment maintenance

While on shift it is your job to keep up with simple equipment maintenance. You should:

- Walk around gym floor to check machines are working properly
- All weights are put up in correct place
- Wipe off all unused equipment with sanitation spray for member safety



Cleaning and Safety

Cleaning

Here at Brickhouse gym we always strive to keep a clean and well-maintained facility. A majority of the time you will be working with us will include everyday clean up and maintaining a clean exercise area.

Preparing cleaning solutions

Chemical dilution chart.

Solutions that work.

Concentrated chemicals need to be diluted before cleaning. Use the chart below to determine how much water to add.

QUARTS		GALLONS		5 GALLONS		24 oz. TRIGGER SPRAY BOTTLE	
To make a quart of solution, use the following table.		To make a gallon of solution, use the following table.		To make 5 gallons of solution, use the following table.		To make a 24 oz. trigger spray bottle of solution, use the following table.	
Dilution ratio	Add this amount of concentrate	Dilution ratio	Add this amount of concentrate	Dilution ratio	Add this amount of concentrate	Dilution ratio	Add this amount of concentrate
1:4	6½ oz.	1:4	25½ oz.	1:4	128 oz. (1 gal.)	1:4	4¾ oz.
1:10	3 oz.	1:10	11½ oz.	1:10	59 oz.	1:10	2¼ oz.
1:12	2½ oz.	1:12	10 oz.	1:12	50 oz.	1:12	1¾ oz.
1:15	2 oz.	1:15	8 oz.	1:15	40 oz.	1:15	1½ oz.
1:20	1½ oz.	1:20	6 oz.	1:20	31 oz.	1:20	1 oz.
1:32	1 oz.	1:32	4 oz.	1:32	20 oz.	1:32	¾ oz.
1:40	¾ oz.	1:40	3 oz.	1:40	16 oz.	1:40	¾ oz.
1:50	¾ oz.	1:50	2½ oz.	1:50	13 oz.	1:50	½ oz.
1:64	½ oz.	1:64	2 oz.	1:64	10 oz.	1:64	½ oz.
1:128	¼ oz.	1:128	1 oz.	1:128	5 oz.	1:128	½ oz.
1:256	¼ oz.	1:256	½ oz.	1:256	3 oz.	1:256	¼ oz.
1:512	¼ oz.	1:512	¼ oz.	1:512	1 oz.	1:512	¼ oz.

CONVERSION CHART

- 1 Gallon = 128 Ounces
- 1 Quart = 32 Ounces
- 1 Pint = 16 Ounces
- 1 Cup = 8 Ounces
- 1 Ounce = ½ Cup
- 2 Cups = 1 Pint
- 2 Pints = 1 Quart
- 4 Quarts = 1 Gallon

Helpful tips:

The smaller number in the ratio is the number of parts of concentrate, while the larger number is the number of parts of water.

When mixing cleaners, you may find it helpful to fill your container with the proper amount of water, then add the concentrate followed by thoroughly mixing the solution. If you add the water to the concentrate, you may create a large amount of foam.

Cleaning Front Desk and Entrance Area

While working at the front desk it is necessary to maintain a clean environment. As it is the first area members and a new clientele see when walking in the door. When at the front desk consider the following:

- Wipe down all surfaces every hour
- Keep up with dirty towels and replenish with clean towels so members have them available
- After arriving on shift sweep the area around the front desk and door way
- At times you will be required to take out the trash
- Since you are the closest employee to the staff offices you will be called upon with task to empty out trash in there and general cleanup at the end of the day

Cleaning exercise area

Cleaning the exercise area is highly important. We strive to keep it clean especially during flu season. Sickness can be easily spread in a contained area so cleaning is a high priority.

- When shift starts (morning)
 - Walk around exercise area for any discrepancies in the cleaning
 - Turn on all equipment if any that needs to be turned on for members
 - Sweep using Swiffer to pick up any loose dust
- When shift starts (midday)
 - Check the cleanliness of area
 - Check if floor needs to be swept
 - Check equipment for cleaning
- Every hour
 - Wipe down all unused gym equipment with appropriate solution mix
 - Walk around to pick up any gym towels that are just left around
 - Place unused weights and plates back in their appropriate locations
- Every 3 hours
 - Sweep using Swiffer to pick up any loose dust
 - Take all dirty towels to the washing machine to get washed

- End of shift (1st shift)
 - Wipe off all equipment
 - Make sure if there is anything you have not yet clean let the next shift about it
 - Fold all clean towels and put them available for members

- End of shift (gym closing)
 - Wipe down all gym equipment
 - Sweep using Swiffer
 - Wipe down mirrors
 - Strip all exercise equipment of weights
 - Place all weights, plates, and accessories back to appropriate areas

Cleaning Bathroom/Locker Room

The bathrooms and locker rooms can get dirty and messy especially on busy days when members are going in and out of them throughout the day. Keep up with the maintenance and clean since members do not want to use dirty facilities.

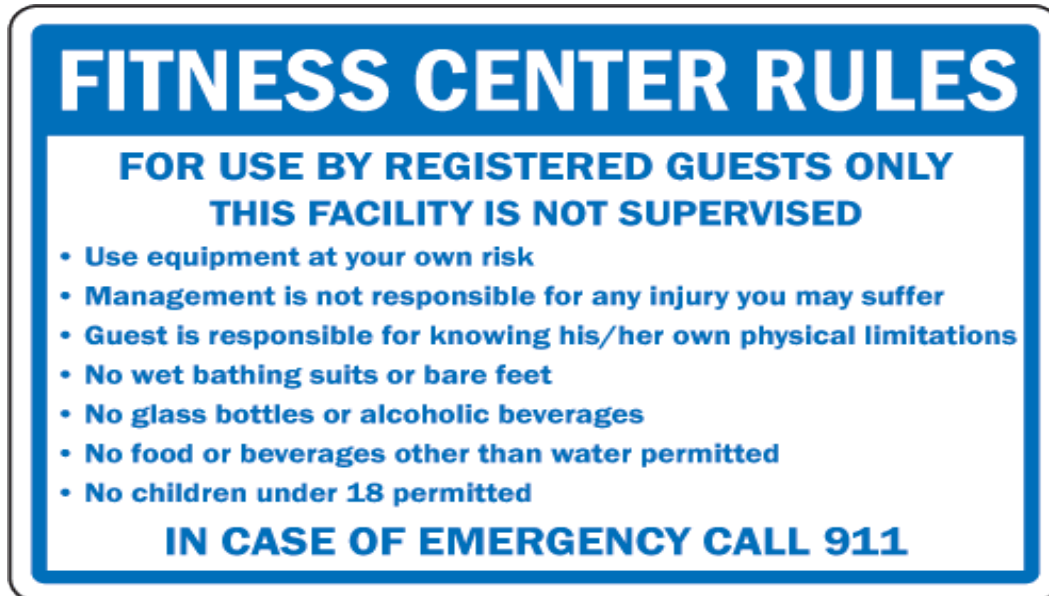
At the beginning of every shift you need to check the restroom and locker room to see how clean they are usually the shift before will clean them before leaving

- End of shifts
 - Sweep and mop the floors in the rest room and locker room (they can get wet quickly due to the showers)
 - Use cleaning products to wipe down sinks for any soap residue
 - Inspect toilet area for any body fluid residue
 - If any always use safety precautions such as rubber gloves
 - Use bleach solution mix to clean and scrub with toilet scrub
 - Make sure all faucets are shut off
 - Wipe down all mirrors

- Throughout the day
 - Always keep in mind that members are going in and out of these facilities so maintain an active role in keeping up with stocking all paper products
 - Wipe down all surfaces

Safety/Rules

Here at Brickhouse Gym strive to reduce injury for both our member and employees. This is achieved with always having a pro-active mindset on looking out for each other.



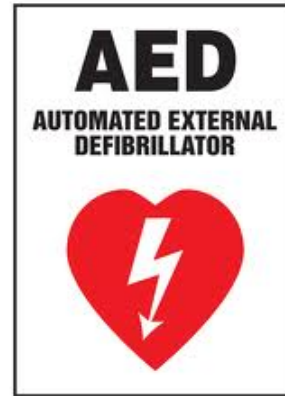
Member safety

- Keep an eye out that all members are always doing the right thing at all times. Including following all rules and regulations of the gym.
- Always report inappropriate abuse of the gym equipment
- If member is performing an exercise incorrectly that may injure them **Do Not Correct Them** this is a role for out trained personal trainers to point out (just let a trainer know of the situation).
- If you see a member is in need of assistance be quick to go and help.
- Clean up any spills that have been made by sweat or water
- If floor is wet always put a yellow wet floor sign to let members know that the floor may be slippery.

Employee safety

- If you need help carrying anything ask for help instead of injuring yourself
- Talk to a staff member if there is anything going on that may hinder your work performance.
- Keep a clean work area to keep from spreading germs.
- Know your strength limits when trying to help a member for your and the members safety.

Safety signs used at Brickhouse Gym



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References

Brickhouse Gym:

Staff and Employee members

<http://thebrickhousegym.com>

Coast Wide Labs:

http://www.coastwidelabs.com/catalog/V8/ep_12809_2012_Coastwide_Catalog_p025_033.pdf