

Proposal to Create a Training and Reference Manual for new employees at Brickhouse Gym

Summary

Brickhouse Gym does not have a Training and Reference Manual. You need a manual because your staff consists of only two full-time employees, and many new employees throughout the year. Your full-time employees are too busy to train new employees and to provide all the reference information for each situation. You could use this manual to train new employees. This manual will also consolidate the policies and procedures of your gym, so that your staff can quickly refer to them.

I can complete the rough draft by April 4, 2013. The labor, materials, and supplies will cost approximately \$437.96. However, I will donate my time to write and prepare the manual. This donation will reduce your cost for the manual to \$37.96 for supplies and materials. If the rough draft is satisfactory, you will receive the final draft on April 30th.

Introduction

The Brick house Gym employs numerous of new employees throughout the year especially during the busy summer season. These new employees often find themselves in a situation that they can not solve on their own so they have to interrupt you and your busy staff. This lowers productivity of your establishment. By creating a manual for the new employees to refer to on how to do simple task, it will lower the time needed to actually reiterate instructions. Some of the topics that will be included in the manual are,

- Answering new and current member inquiries
- Working with new employees
- Using and maintaining gym equipment
- Clean up
- Safety

I worked at a gym for about 3 months, helping maintain and keep the gym in good proper order. I witnessed first hand the struggles that come with being a new-employee in a gym. This is what makes me qualified to write this manual.

Current Problems at Brick House Gym

The Brick house gym employees many new employees during the busy seasons for short and long term employment. These employees may work in the gym for only the summer or part time, creating a need for a reference guide. They may work as few as 5 or as many as 20 hours per week. With the number of these employees and the high turnover, the

gym frequently has workers who do not understand how to properly do the various tasks assigned to them. To complete their assigned tasks, the employees frequently must interrupt you and your other experienced staff who are usually busy with other task. These interruptions slow the work of the gym. The employees have to interrupt others because they do not understand how to

- Handle new customers with questions about the facility
- Independently operate the member check in kiosk
- Correctly check out gym equipment
- Help members with simple exercise assistance
- Safety and cleaning procedures

Frequently, the employees will handle a member or new member problem independently even though they do not completely understand how to handle the problem. Such actions can create other problems that you or your staff must then handle and fix any misunderstanding this might have caused. For example, a new employee might tell a gym member that the facility does not do trial membership for prospective new members and hence losing clientele, when you do in fact offer a free 3 day trial and a weeklong trial for a dollar a day. Such misdirection of members is frustrating for you, your staff, and gym members. The employees frequently must also ask questions about simple tasks such as proper cleaning procedures of gym equipment and restroom facilities because they have not received any training and do not have any written source of information about equipment cleanliness and procedures.

The purpose of this gym facility is to help members with their fitness goals by keeping a safe, clean, and reliable gym facility. When this gym runs inefficiently and makes mistakes because of uninformed and untrained employees, we don't create the positive image that the members come here to receive.

Proposed Solution: A Training and Reference Manual

The proposed Training and Reference Manual will provide new employees with the training and information to

- Handle simple clocking in and out procedures
- Maintain a clean and neat workout area (including member facilities)
- Quickly learn the basic policies and procedures
- Answer member simple questions about facility and equipment

I will write the Training and Reference Manual from my experience and will consult with your staff and gym members. The Training and Reference Manual will include the following sections.

Answering new and current member inquiries

- Telephone Inquiries
- Gym membership trials

Working at Brickhouse gym

- Necessary Forms and Procedures

Starting shift

- Pre/post-shift checkout sheet
- Employee Guide

Using Gym Equipment

- Equipment and Handling
- Checking out Gym equipment

Understanding Procedures

- Registering new clients for gym memberships
- Testing Regular equipment for safety and proper function
- Issuing out gym equipment
- Equipment and Locker room cleanliness

Working with Various Groups with parties

- Group activities reservations
- Handicap availability
- Children at the gym

I can complete the Training and Reference Manual during the next five weeks. During the week of April 4th, the gym employees will use the rough draft and give me their comments. I will then submit the draft to you on April 10th. If the draft is satisfactory, you will receive the completed manual on April 30th.

My Qualifications for Writing the Proposed Manual

I have worked at a gym while in the Marine Corps for 3 month and in that time I found myself often asking other question on how things were done. I have seen and experienced first-hand the problems and frustrations of not understanding how to handle a member or other problems that came up. I have worked in all phases of the gym and am able to write the proposed manual. In addition, I am an active and athletic person that goes to the gym 5 days a week and understand the dos and don't at the gym.

Budget

The following table reflects the estimated cost of writing and printing the manual:

Items	Time and Supplies	Cost (in dollars)
Writing and editing the manual	40 hours @ \$10.00 per hour	\$400.00
Binding Cost	Clear front with spiral binding	\$5.99
Colored Illustrations	13 pages @ \$1.50	19.50
Tab inserts	\$1.99 for 3 packs or 3	\$5.97
Copy Cost	65 pages at @ \$0.10	\$6.50
Total Cost		\$437.96

Conclusion

I am excited about the possibility of preparing this much-needed manual for your gym. This manual will resolve your ongoing problem with training new employees. I look forward to the possibility of working with you on this manual.