

STATEMENT OF DUTIES

GROUP EXERCISE LEADER

The Group Exercise Leader is an integral member of the Active Fitness Team.

Your aim is to help members achieve and maximise their results and to make them feel welcome and comfortable to be participating in the Group Exercise program.

The way in which you relate and communicate to every member or casual attendee will directly affect exercise adherence, retention, new sales and their perception of our business. Remember; you can only make one first impression.

Mission Statement

To provide an entertaining, motivating and effective group exercise class.

Report To

The Group Exercise Coordinator

Responsibilities

- To build high, consistent numbers for the permanently allocated class
- To find a replacement if unable to instruct the class
- To design safe and effective classes that allow members to achieve their goals
- To monitor and correct exercise techniques throughout classes
- To introduce yourself in person to any new participant
- To make all members feel welcome by using their name
- To maintain registration as a Fitness Instructor
- To complete the class number sheet at the conclusion of each class
- To make sure that any colleagues who participate in the class take a position in the back or side
- To pair with a colleague for partner exercises if they are attending class with these exercises
- To help the Group Exercise Coordinator meet the accountability of their Statement of Duties
- To be aware of memberships programs, promotions and club activities, events and programs
- To have complete knowledge of all the equipment within the club
- To keep the circuit area clean, well presented and working at all times
- To continually look at improving service within the club
- To help all members, even if you are not rostered on
- To be polite and helpful to members outside the club
- To be well presented and wear uniform at all times
- To have a thorough knowledge and follow the guideline set out in the Team Handbook
- To perform any other required task.

Retention Responsibilities

- The word of mouth promotion of club events
- Educating members about the services provided at the club
- Resolving member's questions, queries and problems
- Addressing all members by name
- Providing a clean and safe environment for members
- Exceeding the members' expectations

Les Mills Group Exercise Leader's Responsibilities

- Attend launches of new programs
- Attend at minimum of 2 Les Mills workshops per year

Accountability

- Meeting target numbers for classes
- A minimum of 1 member to every club event or enrolled in a retention program from the Group Exercise Team
- To know 50% of the names of class participants
- Resolution of members' questions, queries and problems within 24 hours by passing all details to either the Manager on duty or the Group Exercise Coordinator
- Contact the appropriate repairman within 2 hours of machines, equipment or facilities breaking down (e.g. fans, stereo, microphone)
- Exceed the member's expectations in respect to the class
- Seeking feedback from members on the events that we run
- The Group Exercise Coordinator will attend one class every 6 months
- A Club Coordinator will attend a class a month and if they participate in your class they will pass on the evaluation to the Group Exercise Coordinator

Six Monthly

- Attend the Group Exercise Leader's Meeting
- Be evaluated by the Group Exercise Coordinator
- Be video evaluated

Quarterly

- Attend a fellow Group Exercise Instructor's class and pass on the evaluation to the Group Exercise Coordinator.

Monthly

- Attend whenever possible the monthly Team Meeting.

Daily

- Provide own music (PPCA-free if this is the policy of the club)
- Begin all classes on time
- Adhere to Group Exercise Policy
- Ensure that all members are performing exercises safely
- Help those members who need exercise variation owing to an injury
- Return all equipment at the end of each class and report any broken or missing equipment to the Group Exercise Coordinator.
- Check the Team Board in the Team Room for notices and information.
- Pass on all enquires from members or casuals to the Sales Team that day.
- Write the number of participants on the class number sheet.
- Pass on any feedback to the Group Exercise Coordinator.

Class Numbers

In regard to Group Exercise, numbers speak loudly.

You will be told your class numbers. If there is a downward trend in numbers, that is not seasonal, then you will be taken from the class. The period for the number examinations will be a maximum of 4 weeks.

NOTE: If the downward spiral continues then the class will be changed and you will be given the opportunity to teach a new format class.

Failure to Meet Responsibilities

As a Group Exercise Leader your role is vital within Active Fitness, failure to fulfil the responsibilities will be seen as a serious matter.

Failure to fulfil any responsibility will mean an immediate job warning in regard to the Group Exercise Leader role only. If the Team member has another position within the club, this warning will not affect the role as a Team member, unless the Directors determine that the failure was so serious that the warning applies to the other club roles.

The job warning does not have an expiry date. A further indiscretion will mean that employment will be terminated.