

ZOO HEALTH CLUB INSTRUCTOR MANUAL

Job Description

Instructs a motivating, informative and safe group exercise class; orients new participants; assists members with questions; interacts with members before and after class; attends instructor training and staff meetings; maintains current CPR and industry certifications; continues training and education; maintains healthy outlook and appearance.

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1 - Instructor Duties

The instructor agrees to the following duties and responsibilities:

1. Attending the proper training programs to insure they have a complete understanding of the company they are a part of, so they are able to handle questions in regards to operations of the facility including:
 - a) The complete presentation and pitch of the guest.
 - b) The floor referral program
2. Attending all mandatory training seminars provided by the company to introduce new courses of instruction and new class formats as required by the Corporate Headquarters and Franchisee.
3. Instructor must promote their classes in the club by holding an open house party for their class every other month with aid from Management in organizing the event. This is to ensure the highest capacity of traffic in their classes on a consistent basis.

4. Instructor will sign in daily prior to starting their shift and be made aware of all special sales and events held in the club and the chain. Instructor will provide a proper announcement to make every member aware of the activities and benefits available.

5. Instructor will aid the management team in generating a substitute instructor list by encouraging capable members in their classes to learn the class and attend training. Make sure a replacement is available in case of emergency or sickness, so the members of their class will not experience any negative effect of the instructor's absence. Instructor is responsible to the members of their class to provide a suitable replacement and will contact the management team after arranging for a substitute to verify that everything is in order.

6. Instructor's class will be evaluated every 60-90 days for an increase in the pay of class hours.

I understand my duties and responsibilities and agree to the pay structure attached based on these duties.

Signature of new Instructor: _____ Date: _____

Signature of Franchisee: _____ Date: _____

Cc: Corporate Headquarters

2 - Policies and Procedures for Instructional Staff

- a) All instructors must sign in class and get updated on class announcements, and “Instructor Daily Duties Checklist”.
- b) Classes must start and end on time.
- c) You are responsible for finding your own substitute. (Phone number list will be given to all instructors). If you can't find a substitute, inform the training director of your situation. The instructor, the substitute, and management on duty must sign all substitutions.
- d) No class will be cancelled under any circumstances.
- e) Instructors must teach class that is scheduled and not whatever they feel like.
- f) Pick up and deliver microphone from front desk.
- g) Don't yell into the microphone.

Stereo Operations and Maintenance/Music Consideration

1. Remove your cd/phone/iPod from the system after use.
2. Turn off stereo after use with volume turned down
3. Place all borrowed cd's back in their proper case and holder and return them.
4. Choose music that is inspiring and motivating.
5. Use appropriate BPM (beats per minute) for various segments of aerobic classes:
 - Warm-up
 - Initial Stretch
 - Low-High Impact
 - Step
 - Strength Training
 - Cool Down

Tempo for floor exercises should be slow enough for participants to control movements. Think about control necessary for safety. Beginners should not be expected to perform at high temps because they are not proficient enough to perform quick movements under control.

3 - Criteria for Instructor Evaluation and Salary Adjustment

Evaluations will include an assessment of areas of responsibility that go beyond teaching skills. These areas include: First aid, employee attitude, communication skills, attendance at classes and required meetings, self-evaluations, adherence to policy and procedures, versatility (with time and type of class).

Class assignment will depend on the following:

- a) Teaching skills – An instructor must have the skills relative to a particular class.
- b) Popularity with the clientele.
- c) Seniority – Longevity will be rewarded.
- d) Availability
- e) Versatility – An ability to teach all classes on the schedule is an asset. This skill is encouraged.
- f) Professionalism and dependability

4 - Description of Classes

Fat burner (55 min) Ladies only

A high energy, low impact workout designed to promote maximum fat burning while minimizing stress on your bones and joints. This class consists of a full warm-up, 20-30 minutes of high and low impact aerobics; cool down, abdominal and toning exercises and final stretch.

Hi-Lo (55 min)

This dynamic, fast-paced metabolism mover will work your body down. Excellent class for those participants seeking a more challenging fitness experience. Class consists of a warm-up. 20-30 minutes of high and low impact aerobics; cool down, abdominal and toning exercises and final stretch.

Step-it-up (55 min)

A low impact workout designed to promote lower body strength in addition to cardiovascular conditioning using step equipment and the step reebok principles. This class consists of a warm-up. 20-30 minutes of step aerobics; cool down, abdominal exercise and final stretch. Excellent workout for all levels of fitness.

Advanced Step (55 min)

Higher intensity step class with combos and power moves to get your body moving! Class consists of a full warm-up, 20-30 minutes of higher impact step aerobics; cool down abdominal exercise and final stretch.

Cardio Sculpt (55 min)

A complete toning and sculpting class consisting of a full warm-up, 20-30 minutes of aerobics, toning with hand weights and bands, abdominal exercise and final stretch.

Toddlers (20 min)

A fun class for toddlers ages 2 to 5. A great way to improve coordination and burn a little energy!

Instructors must teach class that is scheduled – not whatever they feel like.

5 – Emergency Procedures

- Jan (an RN) will be responsible for administering the emergency plan, including reviewing and critiquing the plan, conducting periodic practice sessions, and reviewing the outcomes of emergencies that do occur including filing action reports.

-An abbreviated copy of the plan will be displayed with all phone numbers of EMS, police and fire.

Minor Incidents (Abrasions Contusions and Strains)

-Incidents are evaluated by a senior staff member and then managed within the facility or triaged to a community medical resource.

The supervising staff member will assess the injured individual and decide to respond in house or send the individual to a medical resource.

-Other staff members will be responsible for crowd control and for requesting additional assistance if needed.

-The supervising staff member will arrange for transportation when necessary.

-The incident must be documented by the team leader and followed up with appropriate action.

-Major incident; (Life threatening/May lead to disabilities)

-The first responder must render immediate care consistent with the protocols of CPR and rules of first aid.

The most senior staff member on duty will become the team leader and supervise the situation once he or she arrives on the scene.

-A staff member will be directed to contact the appropriate community medical service by dialing 911 or other contact numbers. The staff members must provide the following information:

-Victim Description

-Exact Location of Facility

-Specific point of entry to the facility

-Obtain estimated time of arrival

-That staffer will gather pertinent victim records, proceed to specific point of entry and direct EMS to the scene.

-Any other staff members will serve as crowd control and clear the area of other members.

-The incident must be documented by the team leader and followed up with appropriate action.

Procedures

-Latex gloves must be used with any incident involving blood. Staff must wash hands with bleach and water immediately after exposure to blood or body fluids. Areas exposed to such substances must be cleaned with a solution of water and household bleach.

6 – Mouthpieces should be used for resuscitation

-Soiled linens must be disposed of appropriately.

-A medical supply (first aid) kit will be stored at the front desk. This kit will be checked on the first of each month.

-Incident reports (copy attached) will be conducted after each incident by the supervising staff member.

-All staff must maintain a current CPR certification.

-An emergency practice drill will be conducted twice per year. Such drills will address several typical scenarios.

Instructors should watch for the following symptoms during a workout:

- a) Abdominal heart action or pain/pressure in chest area. Consult with physician before resuming exercise program.
- b) Dizziness, sudden lack of coordination, confusion, cold sweat, glassy stare, pallor, blueness or fainting. STOP exercise and lie down with feet elevated. Consult physician before next exercise session. (This is due to insufficient blood to the brain). In case of fire, advise members to proceed to the nearest exit immediately. Walk, do not run.

7 - Facility Rules/Business Operations

Club policies are posted throughout the facility. A summary of these policies is listed below:

- All members must sign in and present their membership card at the front desk.
- All guests must register and complete a Guest Questionnaire prior to viewing the facility or working out.
- There is a \$10 guest workout fee without a prior appointment. Guests may use the facility once per 30 days but no more than 3 times before joining.
- All members and guests must wear appropriate clothing and shoes.
- Management has the right to remove any member or guest from the facilities who may be causing a disruption of the normal operations of the club.
- We recommend that all members meet with our fitness staff for their first three workouts before starting a training program.
- There are no food and drinks (except water in an appropriate container) allowed on the workout floor.
- No children are allowed on the floor or on the equipment unless they are a member. Return all equipment after use to proper place.
- Clean up after yourself on equipment and in tanning room.
- Only members with tanning membership may use tanning booths.

8 – Health History and Readiness

First Name _____ Last Name _____
Sex _____
Age _____

The questionnaire is designed to help you help yourself. Many health benefits are associated with regular exercise and the completion of this form is a sensible first step to take if you are planning to increase the amount of physical activity in your life. For most people, physical activity should not pose any problem or hazard. This form has been designed to identify the small number of adults for whom physical activity might be inappropriate or those who should have medical advice concerning the type of activity most suitable for them. Common sense is your best guide in answering these few questions. Please read them carefully and respond as requested.

Medical History

Circle any conditions or diseases you now have or have had in the past.

Heart Attack Disease Surgery High Blood Pressure

Light-Headedness, fainting Fatigue or lack of Energy Unusual Shortness of breath

Stiff or painful joints Limited range of motion Diabetes Low blood pressure

Foot problems Neck Problems Hernia Bursitis Stroke

Ankle Swelling Knee Problems Shoulder Problems Broken Bones

Arthritis

If you circled any of these please explain

Do you have any medical conditions for which a physician has ever recommended some: restrictions on activity (including surgery)? If yes, please explain.

Are you pregnant? Yes or No

Do you smoke? Yes or No

List any medications you are taking (name and reason).

Fitness History:

How active do you consider yourself?

Sedentary Lightly Active Moderately Active Highly Active

Are you presently exercising a minimum of 2 times per week for at least 20 minutes at a time?

Yes or No

If yes, please specify all types of activity. Total minutes engaged in aerobic activity per week:

40-60, 61-80, 81-100, 100+ (circle)

How would you describe your nutrition habits? Good Fair Poor

How would you describe your life? Highly Stressful Moderately Stressful Low in Stress

Please describe your knowledge of exercise and fitness. Good Fair Poor

How would you characterize your current cardiovascular capacity? Good Fair Poor

How would you characterize your current muscular capacity? Good Fair Poor

How would you characterize your present flexibility? Good Fair Poor

Fitness Goals

Please circle specific goals:

Improve Strength

Gain weight

Cardio fitness

Lower cholesterol

Improve muscle ton

Increase energy

Improve flexibility to feel better overall

Lose weight/Inches

Rehabilitate injury

Reduce stress

Other (please specify)

Do you start exercise programs but then find yourself unable to stick with them?
Yes or No

How much time are you willing to devote to an exercise program per day/week?

I certify that the above information is true and accurate.

Signature _____ Date _____