

## PB General Orientation

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## 1. Overview

### History of Personal Best

David Blair, Shane Somerville and Nathan Gill are directors in Personal Best (Australia) Pty Ltd with each having tertiary qualifications in the area of fitness and recreation.

Personal Best was started by David and Shane in Brisbane in July 1998, starting with just a few clients, most of whom trained in their home or local surroundings. Within 12 months (June 1999), Personal Best opened a fully equipped training studio / fitness equipment store at Auchenflower (Brisbane), Queensland. This created an increased rate of growth in personal training to see a total clientele in excess of 60 by June 2000. Nathan Joined the business as a director in May 2001 and soon after (July 01) our first studio opened in Sydney.

At Personal Best, we have a combined 90 years experience in personal training and weight loss. We know what it takes to help our clients achieve their health and fitness objectives and give them a better quality of life.

Personal Best now operates 5 studios (QLD – Brisbane City, Toowong, Sherwood, Kenmore; NSW – Leichhardt) conducting over 600 appointments per week.

### Ownership structure/management levels and potential career progressions

#### Business Structure

Personal Best (Australia) Pty Ltd is a registered company with the Directors being Nathan Gill, David Blair and Shane Somerville.

The company operates personal training studios through out Brisbane and Sydney, each one controlled by a Team Leader. Each Team Leader has up to 8 trainers who will together with him/herself provide a service to clients through related activities in the area of fitness and health training consultancy.

Training takes place from one of the Personal Best studios or the client's home or local park. The target market is generally those people who need or want to decrease body fat, increase cardio-vascular fitness and generally improve their health and well being.

#### Career Progressions

Personal Best endeavours to provide an opportunity for trainers to create a career in the health and fitness industry. This is accomplished by the provision of a definite pathway together with a variety of performance incentives.

Trainer's generally start with the regular duties of being a personal trainer and have the opportunity to take on additional roles. Trainers are also encouraged to be involved in marketing for their respective studio.

If a trainer shows leadership desires and ability, they have the opportunity to become a Team Leader and on a larger scale an equity partner in one or more Personal Training studios.

## **FACT – Training Module**

**FOCUS:** mission, vision, values

**ACCOUNTABILITY** – Personal work tasks – ‘Personal Best Guidelines’

**COMMITMENT** – Expectations of a Personal best trainer

**TRACKING** – What the employee can expect from Personal Best

## **Focus**

*Mission* – To change peoples lives through **motivation, education and Support**

*Vision* – The vision of Personal best includes:

- Creating a network of fitness studios throughout Queensland, New South Wales and Victoria.
- Catering for people who desire a fitter, healthier lifestyle and who want a high level of service and results.
- Providing a range of fitness and health related services to the needs of a wide range of people.
- Developing an ever increasing group of trainers with a variety of skill extending beyond the parameters of fitness training.
- Providing a career pathway for Personal Best fitness trainers to allow them growth and satisfaction.
- Creating a network of professional’s (eg Doctors, Physiotherapists, Podiatrists, massage Therapists, etc) to allow the provision of a comprehensive service to all Personal Best clients.
- To develop the Personal Best brand to a highly recognisable level within the various locations of business.

## **Learning Styles**

I will consider my clients learning style and adapt to it: there are three main learning styles, **Visual, Verbal and Kinaesthetic** that can influence how an adult understands, retains and recalls new information:

**Visual Learners:** can quickly understand and retain information that they see. They learn best when the message is demonstrated. i.e. you demonstrate the Lat Pull down

**Verbal learners:** are also referred to as auditory learners and prefer to learn through verbal instructions. i.e. you describe the start and finish position of the lat pull down and how the body is positioned during the action

**Kinaesthetic learners:** prefer to learn through experience and hands on activity. They prefer to learn by understanding how it will feel. i.e. as the bar is pulled down you will feel your arms brush against the body as you squeeze your back muscles.

## ACCOUNTABILITY:

### The PB Training Guidelines:

It is imperative that you provide the most professional and effective service to each of your clients. The PB Guidelines have been created to assist you in accomplishing this end. The guidelines are a minimum level of service and you are encouraged to exceed these levels in anyway possible.

Note: The PB Training Guidelines are created as a separate document.

## Commitment

### *Expectations of a Personal Best Trainer*

- I will be aware of my clients personality type and work with it - DISC profiling

Dominant – Influential – Steady – Conscientious

Understand the DISC type. They are quite simple and thus easy to use. Below are points for you to be aware of for each type.

With dominant people

- Build respect to avoid conflict
- Focus on facts and ideas rather than the people
- Have evidence to support your argument
- Be quick, focussed and to the point
- Ask what not how
- Show them how they can succeed

With influential people:

- Be social and friendly with them
- Listen to them talk about their ideas
- Don't spend much time on the details
- Motivate them to follow through to complete tasks
- Recognise their accomplishments

With Steady people:

- Be genuinely interested in them as a person
- Give them time to adjust to change
- Clearly define goals and provide ongoing support
- Avoid hurry and pressure
- Present new ideas carefully

With Conscientious people:

- Warn them in time and generally avoid surprises
- Be prepared, don't ad-lib with them if you can
- Be logical, accurate and use clear data
- Show them how things fit into the bigger picture
- Be patient, persistent and diplomatic

## Trainer Expectations

- I will dress professionally in the designated uniform whether training in a PB studio or otherwise
- I will be at the training venue at least 10 minutes early and be prepared for each individual session
- I will regularly ask my clients to evaluate me as a trainer and our sessions – feedback can be verbally expressed at the end of each session and more in-depth feedback can be received via the Client feedback forms
- I will listen to my clients needs and consider all feedback, likes and dislikes regarding specific exercises or anything else regarding sessions.
- I will allow clients to talk about themselves, not talk about myself excessively
- I will use open, appropriate body language: no hands in pockets, leaning on equipment or crossing of the arms.
- I will maintain a positive attitude. I will not complain, moan, whinge or use sarcasm
- I will not be overly instructional/technical with my instructions (except where practical). Emphasise what its going to do for the client / how its going to make them feel / what its going to help them achieve
- I will plan my training sessions in advance
- I will focus on my client and give them my complete attention. This means no mobile phones and no other unnecessary interruptions
- I will remember relevant client information, eg birthday, goals, partners name etc
- I will not gossip. I will keep my conversations during a session on task. I will not talk about fellow team members in a non-professional way to my clients. I will not talk unprofessionally among staff about other trainers or management.
- I will keep up to date with the latest information and maintain an open mind
- I will maintain a good sense of humour
- I will exceed my clients expectations- please refer to the SSP
- I will call my clients the day before sessions to confirm our appointment as required
- I will call my clients within 48 hours after we train to see how they are feeling as required
- I will be passionate and excited about my clients goals and the results they will achieve
- I will set exercise goals with my clients and assess them at least 3 monthly
- I will record details of all client sessions
- I will continually compliment and acknowledge my clients achievements in a genuine way
- I will provide hands on stretching and or massage during each personal training session as required
- I will treat every client with the utmost importance when I am around them
- I will not complain to clients about my problems
- I agree to contribute to the cleaning of the studio. A weekly schedule will be required to be signed off upon each task completed within a studio. You will have a responsibility on this schedule and need to carry this task out as required
- I agree to follow all company procedures
- I agree to follow up on clients who have missed appointments
- I agree to be professional at all times in my speech, actions, attitude and training
- I agree that all business, client and trainer information is confidential and not to be discussed inappropriately

*Personal Best Personal Trainer Job Description*

- Conduct personal training sessions (studio & home)
- Exercise prescription for clients (inc Periodisation)
- Conduct fitness assessments
- Assist with cleaning of the studio
- Maintain a safe and tidy workplace
- Promote the sale of PB services and products
- Participate in marketing activities
- Maintain client bookings
- Collection of client payments
- Attend trainer meetings
- Promote special events
- Participate in client activities

## **TRACKING:**

### **First pay period**

Employees submit their respective timesheets each fortnight and are paid accordingly. The timesheets are due no later than 7am on the Monday of the fortnight ending.

Your bank account will be credited on the following Wednesday. All necessary timesheet information must be completed in order for payments to be finalised.

These are processed by the studio Team Leader and sent to Payroll. Please advise your Team Leader if there are any issues or disputes with your timesheet. It is in your best interest to complete your timesheet after each week. This allow enough time should you discover that one of your clients has used their training pack and need to purchase another. Sessions that have not been paid for will not be processed in the current pay period. The liability report that can be viewed, on the ADMIN site will keep you up to speed on your client's sessions remaining.

Upon joining the Team your pay will not be processed if all the required paperwork is not complete for your employment. You will have a 3 month probation period in which all of the induction process needs to be completed by. Should during the term of your employment your registration or First Aid become out of date then your pay scale will drop back into the probation scale until such time this is brought up to date.

### **Sick Leave**

Sick leave is only provided for full time employees as per the award. If you are unable to commit to your regular session due to ill health, please advise your Team Leader in order to cover your sessions. The studio is performance based and missed sessions affect the whole team.

### **Holidays**

Full-time employees are entitled to holiday leave (at their regular rate of pay) of one (1) week for each twelve (12) weeks of full-time work performed or the equivalent, as per the award. Casual employees are not entitled to holiday leave. It is requested that at least one (1) month's notice is provided by all trainers of impending holidays. An Application form is to be submitted to the respective team leader 1 month prior to your planned leave. (See attached)

### **Employment Termination:**

If your employment with Personal Best ceases, you are required to pay for all costs of Personal Best items in your possession (E.g. clothing, fitness equipment, etc) or return the same.

### **Meetings**

To assist in the development of trainers, Personal Best Team Leader's will conduct studio meetings on a fortnightly basis and it is expected they you attend these meeting as much as you can.

### **Education:**

As part of your employment with Personal Best you will have access to various education modules present by key people. These modules will be very much hands on. Again it is encouraged that you attend these as much as possible. The sessions are geared around making you a better personal trainer and allow Personal Best to be represented by a high quality and up to date personal trainer.

## Equipment Maintenance:

### TREADMILLS:

- Require full service every 3 months. Contact respective service provider
- Treadmills require running belt to track safely in the centre on the front and rear roller's.
- If tracking to one side: At rear of treadmill you will find an entry to an adjustment screw which may require either an allen key or ratchet and socket. Increase speed of treadmill to 6km/hr, and then turn the adjustment screw  $\frac{1}{4}$  of a turn using an allen key. It may take several minutes for the belt to correct itself. Further  $\frac{1}{4}$  turns maybe required to centre the belt.
- When cleaning side rails and motor, cover with the required cleaning solution, avoid contact with the running belt. Certain cleaning agents can erode away at the running belt decreasing its life span.
- Treadmills are to be vacuumed underneath on a weekly basis. This will prevent too much dust accumulating in the motor area. Treadmills should be placed on full incline for this to be achieved.
- The fuse can sometimes blow, causing either the power to the treadmill or incline function to cease operation. Fuses can be replaced by locating the fuse input (usually at the front underneath power switch). Replace the blown fuse. The correct fuse strength is measured in Amp's which can be located on the top of the fuse. If replacement of the fuse doesn't rectify the problem, contact the service provider immediately to schedule repair.
- Treadmills are to be lubricated with a silicone spray every 2 weeks. The running deck on the treadmill should never feel dry. Before applying spray, run fingers along the deck underneath the belt. If the deck feels smooth and your fingers come away with no shine, meaning there is now silicone on your fingers, the deck may not need to be sprayed.

### CYCLES:

- Cycles should be checked every month for correct pedal tension. If you find the resistance is not being maintained or becomes infrequent i.e. feels like the pedal is slipping, contact the service provider to schedule repair.
- Correct seat adjustment and function should be checked every week.
- The fuse can sometimes blow, causing power to the cycle to cease operation. Fuses can be replaced by locating the fuse input. (Usually at the front underneath the power switch). Replace the blown fuse. The correct fuse strength is measured in Amp's which can be located on the top of the fuse. If the replacement of the fuse doesn't rectify the problem, contact the service provider immediately to schedule repair.

### ROWERS:

- The LSD screen function is to be maintained with fresh batteries in the monitor.
- Seat movement needs to be free flowing. If roller bearings underneath seat become seized, the smoothness of the movement maybe affected. Contact the service provider for replacement of the rollers.
- Rower chains need to be cleaned and lubricated every month. The chain should never look dry.
- Rowers equipped with belts need to be checked every week for damage and possible faults.
- Ensure all weight bearing supports have even contact with the floor.
- Note: All electrical cords are required to be checked annually by a qualified electrician.

## Equipment Maintenance (cont)

### PIN LOADED EQUIPMENT:

- The frames of machines need to be kept dust and dirt free
- Upholstery requires regular disinfecting
- Cables should be checked for fraying and other damage
- Damaged or bent pins need to be replaced
- Ensure pullies are moving freely and are free of damage or excessive wearing
- Ensure all nuts and bolts holding frames together are tight
- Weight glides and bushes need to be kept dirt and dust free. Weight glides may require lubrication from time to time.

### FREE WEIGHTS:

- Dumbbells are to be checked regularly for damage or loose weight plates. Fixed hexagonal weights often crack (the weld between the dumbbell weight and handle) due to consistent dropping. Adjustable dumbbell weights can also become loose due to movement and dropping. Tighten regularly with the required tool (either allen key or socket).

## 2. Policies

### Terms & Conditions

#### Training Packages

Training packages are to be paid for in advance. Sessions may be purchased in blocks of 10 or 25, or via direct debit.

**Note: Trainers are paid via sessions billed. This is reliant upon clients having sessions in credit.**

#### Direct Debit Payments

An 11% discount (off our standard rate) is provided for direct debit payments from bank accounts. Notice of 2 weeks must be provided to cancel, alter or place on hold a direct debit. If (when on a direct debit payment plan) a training session is missed, the missed session must be used within 2 weeks. If for some reason you need to cancel within the initial agreed term, the conditions below will apply. (Termination or Transfer of a Training Package).

#### Termination of a Training Package

All training packages are subject to a 48 hour cooling-off period. This period begins from the date and time of purchasing your package and concludes 48 hours after that. If you decide to cancel your training package during this 48 hour cooling-off period, you must do so in writing before the close of the cooling-off period. Note: You will be obligated to pay an administration fee equaling 10% of the total package cost to a maximum charge of \$75.00. Should you need to cancel the training package due to ill health or incapacity prior to the sessions being used, you must give written notice of the termination and supply a medical certificate supporting your application for termination. Note: You will be obligated to pay an administration fee equaling 10% of the total package cost to a maximum charge of \$75.00.

All training fees will be refunded within 14 days of termination of the training package.

#### Transfer of a Training Package

If you are unable to continue with your training package for any reason other than those mentioned above, you are entitled to transfer the training sessions to another person. Note: This will incur an administration fee of \$35.00.

#### Session Cancellation Policy

The most important factor in improving health & fitness is consistency. **Your degree of result is directly proportional to your level of commitment.**

At Personal Best we have an appointment system to ensure that you receive the best possible service. This however means that only a limited number of people can train at any one time. Your appointment is valuable. As a result it is necessary that you give notice of appointment changes. This policy applies to all appointments made with Personal Best.

#### Training Session Cancellations

- Appointments cancelled at least 24 hours prior to your scheduled appointment. **Fee - Nil.**
- Appointments cancelled within 24 hours of your appointment. **Fee - Full Fee.**

Note: If you are unable to attend your scheduled group session, you may re-schedule to another time within that calendar week without loss, providing there is suitable availability.

#### Late Arrival to Personal Training Sessions

If you are late to a personal training session, all efforts will be made to provide you with a full session with your trainer. It may be necessary however, to complete a shortened session or finish the session without the direct supervision of your trainer.

#### Late Arrival to Group Training Sessions

Group training sessions need to finish at the designated time. If you are late to one of these sessions, efforts will be made to provide extra training at the end of the group session if possible.

#### Marketing

Personal Best will often take before and after photos to help monitor your progress. These photos may be used for promotional/ marketing purposes.

I have read and acknowledge the terms and conditions of the service provided to me and agree to abide by them.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Privacy Policy

Updated September 2001

Personal Best (Australia) Pty Ltd (Personal Best) will comply with the law and the National Privacy Principles (NPPs) subject to the other provisions of law. The NPPs are contained in the Privacy Act 1988 (Cth) and regulate the manner in which personal information is managed.

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

There are further special provisions which apply to the collection of some personal information which is known as sensitive information. This includes health information and information about a person's race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual preferences and criminal history.

The Personal Best Privacy Policy will be available within each facility and on the Personal Best website ([www.personalbest.net.au](http://www.personalbest.net.au)).

### Collection of Personal Information by Us

Personal Best collects personal information in order to provide requested products or services. The kinds of personal information we collect and store will depend on what products and services you request from us. It may include (amongst other things):

- Personal information you give us when you request a product or service from us. This information may include details about your health, evaluations of your fitness, your opinion/preferences about specific products and services, your name, address, telephone numbers, e-mail address, credit card details;
- communications between you and us; and
- Transactional information about your use of our products and services.

### How Your Personal Information will be used

We collect your personal information so that we can use it for our functions and activities which include, amongst other things:

- being aware of any special product and service requirements you may have;
- developing a personalised fitness program;
- advising you of any changes to our products and services;
- confirming your identity when you contact us;
- addressing any feedback or comments that you may have;
- answering any queries you may have;
- any purpose for which it was requested and directly related purposes; and
- developing, improving and marketing our products and services.

We will assume you consent to management of your personal information in the manner specified in this Privacy Policy (which may change from time to time) until you tell us to the contrary by contacting us using our contact details below.

## Exchange of Personal Information with Third Parties

Personal information we collect from you may be disclosed:

- to any entity to which we are required or authorised by or under law to disclose such information (for instance, Federal or State law enforcement agencies and investigative agencies, courts, various other Federal or State government bodies);
- to others that you have been informed of at the time any personal information is collected from you;
- to our business associates and others for purposes directly related to the purpose for which the personal information is collected;
- to the management and personnel of Personal Best;
- to our professional advisors and other contractors (for example IT consultants, fitness consultants, personal trainers and mailing houses); or
- with your consent (express or implied), to others.

## Use and Disclosure of Personal Information by Us

If we use or disclose your personal information for a purpose (the “secondary purpose”) other than the main reason for which it was originally collected (the “primary purpose”), to the extent required by law, we will ensure that:

- the secondary purpose is related to the primary purpose of collection (and directly related in the case of sensitive information), and you would reasonably expect that we would use or disclose your information in that way; or
- you have consented to the use or disclosure of your personal information for the secondary purpose; or
- the use or disclosure is required or authorised by or under law; or
- the use or disclosure is otherwise permitted by law (for example, as a necessary part of an investigation of suspected unlawful activity).

## Access of Your Personal Information

You can ask to obtain access to your personal information that we and/ or our contractors hold, although under some circumstances permitted by law, we may not provide such information to you. Also, we may not be able to require our contractors to provide personal information to you.

We may ask you to put your request in writing and pay a reasonable fee levied by us for this.

It is important to us that the personal information we hold about you is accurate, complete and up to date. If you are aware that this is not the case and would like your personal information corrected, or simply desire access to your personal information, please contact us at:

Personal Best (Australia) Pty Ltd  
PO Box 1551 MILTON QLD 4064 or  
[info@personalbest.net.au](mailto:info@personalbest.net.au)

## Promotional E-mail

If you are receiving promotional information about Personal Best or its affiliates and do not wish to receive this information any longer, you may remove your name from our list by directly contacting a representative of Personal Best.

### **Personal Best and links to other websites**

Personal Best provides links to websites outside of the Personal Best service. These linked sites are not under the control of Personal Best, and we are not responsible for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using their website.

### **Complaints**

If you have a complaint about the way we have dealt with your personal information, please contact us by the means above. We will make all reasonable attempts to respond to your complaints or requests.

If you are not satisfied with the outcome, you may refer the matter to the Office of the Federal Privacy Commissioner at: [www.privacy.gov.au](http://www.privacy.gov.au) or 1300 363 992

### **Updates to the Privacy Policy**

We may amend this Privacy Policy at any time and from time to time. If we do so, we will post the amended Privacy Policy on our website (mentioned above) so that you will always be aware of how we manage your personal information.

## Quality of Service and Ethics Policy

We improve the health, fitness and wellbeing of our members' mind and body through the provision of a superior quality service backed by adequate facilities. We are a group of fitness studios that foster a pleasant atmosphere and a team of fully trained and qualified professionals who are committed and focused to deliver a superior customer service.

### **To ensure that our members receive a high level of service, we shall:**

- Respond to every request in a professional and effective manner
- Provide professional assistance and care to every client
- Attend to known deficiency in our services and facilities provided
- Maintain an up to date know-how in the services provided
- Comply with relevant laws, regulations and codes of practice
- Maintain our management system in accordance with Fitness Australia requirements
- Assist employees to improve and optimise their professional knowledge
- Create and preserve a good, safe, non-violent working environment for all employees.

### **Whatever current or future strategies we pursue and whatever future services we develop, they will all be based on the ethics and integrity of our Fitness Studios.**

- We provide a drug free and safe environment
- We ensure a safe and healthy environment for all children within our premises
- We are sensitive to and considerate of the ethical and social issues regarding our services
- We support strong protection of the confidentiality of our clientele's information
- We listen carefully to those who are concerned about the implications of our recommendations and respond to their concerns
- We will abide by the ethical standards of the appropriate association/ bodies and, where appropriate, other professional societies to ensure that our services are appropriate
- We respect the competitors involved in our industry and deal with them professionally
- We develop our business on our own merit and will not solicit business by criticism of competitors, self-laudation, or lobbying.

## Image Policy

It is our intention to create a business that provides impeccable service to our clients. To assist us in accomplishing this, it is necessary to maintain a high level of professionalism. This desired level of professionalism is largely accomplished through the image that we present. The following guidelines have been formulated to assist us in maintaining this desired image.

- Maintain suitable uniform attire (see uniform policy).
- Comply with the procedures implemented by Personal Best.
- Ensure that your own hygiene, grooming and presentation are impeccable.  
Note: As a PT, you are constantly in the public eye and therefore of a high profile.
- Be punctual.
- Maintain a courteous and professional phone manner. Be enthusiastic!  
Note: Respond to all telephone and PT enquiries promptly.
- Never compromise the businesses or your own values.
- Avoid conflicts of interest (Discuss with Personal Best partners as necessary).
- Never consume alcohol or smoke during work.
- Never leave a client waiting without explaining the delay.
- Take care of client grievances immediately. Be empathetic.
- Avoid discussing personal problems.
- Complete 'Daily Procedures' as required.
- Use consistent exercise prescription terminology.
- Maintain a high level of cleanliness and tidiness of the studio.
- Do not use mobile phones during personal training (individual or group) sessions.
- Provide each client with the most exceptional service possible.
- Never 'run down' the business, other businesses or your fellow personal trainers.
- Be supportive of your fellow trainers.
- All promotional material is to be of a suitably high quality.
- Ensure that appropriate steps are taken to provide your clients with a replacement trainer whenever you are unable to attend a session.
- Listen attentively! Always give your client your full attention.
- Be positive!
- Extend compliments and encouragement. This is the most effective means of motivation.
- SMILE!

## Uniform Policy

- The Personal Best trainer polo shirts must be worn at all times whilst training inside a Personal Best studio or at a clients' home or office.
- Personal Best T-shirts may be worn during outdoor training sessions or in office/ home sessions that have a component of outdoor activity.
- Shorts must be either navy blue or black in colour and may be a dress or athletic short. Stripes etcetera on shorts are not acceptable.
- Tracksuit pants may be worn and must be either navy blue or black in colour. Stripes etcetera on tracksuit pants are not acceptable.

All trainers are required to dress in a manner that is clean, neat and appropriate. Polo and T-shirts will be provided by Personal Best. It is the responsibility of the trainer to provide their own shorts / track pants. Personal Best jackets are also available at cost price to the trainer.

The above policy is to help us create the most professional personal training studio possible.

## Sexual Harassment Policy

Sexual harassment is taken seriously at Personal Best. Personal Best is committed to providing a work environment which is free from sexual harassment. This pertains to harassment situations, for example between clients, client to trainer, trainer to trainer, etc. All associates of Personal Best have a responsibility to support this commitment. Reports of sexual harassment are taken seriously and dealt with promptly. In order to prevent sexual harassment – support people who are being harassed, speak out against it and be well informed. Know the policies and processes in place to deal with sexual harassment.

SEXUAL HARASSMENT IS A FORM OF BULLYING. YOU DO NOT HAVE TO PUT UP WITH IT.

Sexual harassment is unwelcome behaviour of a sexual nature. This can include:

- Touching, (beyond what is required for client correction, stretching, etc).
- Staring
- Persistent invitations for sexual favours or dates.
- Pornographic displays.
- Jokes.
- Telephone calls and electronic messages.
- A sexually charged work or study environment.

Sexual harassment is:

- Not about mutual attraction.
- Illegal under State and Commonwealth law.
- Sexual harassment causes the recipient to feel:
  - Offended and/ or
  - Humiliated and/ or
  - Intimidated.

### Grievance Procedures

All associates have a right to protection from sexual harassment under Personal Best policy and the Commonwealth Sex Discrimination Act.

The following procedures are in place

- Information will be provided on the various options for action for those who want to take action.
- A facilitated resolution can occur where both parties want to continue working together; supervisors will facilitate this.
- Formal complaints are investigated and recommendation about what should be done forwarded on to the necessary authorities.

Action taken will depend on the situation and can be anything from counselling to suspension.

### Role of Management

Accountability for people management, including the prevention of harassment, lies with managers and supervisors. They share the legal and management responsibilities for detecting and dealing with behaviour which constitutes harassment or has the potential to develop into harassment.

### Role of Individual Staff

Also, individual employees have responsibilities for preventing workplace harassment- to ensure their behaviour meets acceptable standards, and to contribute to a productive work environment. Support for a staff member who is the subject of workplace harassment may include providing information about grievance procedures. At other times it may be appropriate to approach management on behalf of the staff person, with their agreement.

## Sexual Harassment Policy (cont)

### Criminal Law

There may be instances where harassment amounts to an offence under criminal law. Sexual harassment involving physical or indecent assault, stalking, the sending of obscene material, and the making of nuisance phone calls, for example, may be offences under criminal law. All offences under the criminal law will be reported to the police.

What to do:

There are various options. These are:

- Complainant approaches alleged harasser to resolve the complaint; Talk to the person or write to them. Let them know that you don't like their behaviour.
- Complainant lodges a formal complaint with Personal Best.
- Complainant lodges a complaint with an external agency.

### Policy Statement

Do you sexually harass others?

Sexual harassment may be unintended. If you are not sure about your behaviour you can:

- Check it out by asking if it is offensive or inappropriate.
- Stop it.
- Apologise.
- Talk it over with a manager.

Remember that you may not intend to harass or offend someone else but that doesn't mean that they don't feel harassed or upset.

Unless we know someone really well, we cannot assume we know what they will find acceptable.

Something one person finds fun or funny another may find humiliating or offensive.

What makes such a big difference? Cultural background, family background, religious or moral beliefs and level of self-esteem, are all things which can influence how people act. Because we live and work increasingly in international communities, it is important to behave in ways that are least likely to offend and most likely to ensure we get on well with colleagues and clients.

## Exercise Prescription for Pregnancy

### Considerations

The following should be considered in the prescription of exercise for pregnancy.

#### ***Increasing Blood Pressure***

Isometric work can increase pressure and should be avoided. This does not however include static contractions of the pelvic floor and deep abdominals. Clients should avoid holding their breath.

#### ***Low Blood Pressure***

In some cases, hormonal effects of pregnancy can lead to low blood pressure, especially in the first trimester. Care should be taken when changing positions or getting your client up and down from the floor.

#### ***Joint Stability***

Due to their effect in pregnancy, hormones such as relaxin can cause the joints to be unstable. Avoid exercises that go beyond the normal range of movement and do not attempt to improve flexibility.

#### ***Supine Hypotensive Syndrome***

This condition (the constriction of the vena cava) can affect women in the second and third trimester and while it can happen from 12 weeks, it is more likely to be a concern once the pregnancy gets to 16 – 20 weeks due to the increased size of the growing baby. Exercises performed in the supine position should be avoided.

#### ***Diastasis***

During pregnancy the Linea Alba (the sheath joining the 2 sides of the rectus abdominis) can separate. This is due to the increase stretch on the abdominals and the hormonal changes during pregnancy. This separation can occur after approximately the 12<sup>th</sup> week of pregnancy, although it happens more commonly in later stages of pregnancy. After the 12<sup>th</sup> week, exercises that involve direct work or stretches of the rectus abdominis should be omitted from the program. Also pay attention to how clients get up and down from the floor, and from one position to another.

#### ***Prone Position***

After approximately 10 to 12 weeks, most clients will be unable to exercise in a full prone position. Adaptation will need to be made to use an alternate position to accomplish a similar training purpose.

#### ***Breast Discomfort***

Some clients may find various positions uncomfortable in early pregnancy due to breast soreness.

#### ***Lower Back Extensors***

Once the pregnancy starts to show, the back extensors may become tighter as the centre of gravity changes and the normal lordosis is challenged due to increased girth and stretch on the abdominals. While we want to discourage excessive lumbar lordosis in pregnancy, some will naturally occur as the pelvis slightly increases its anterior tilt to open up the pelvic outlet. At this stage the back extensors should be worked in a static position, maintaining normal lumbar curve, and should not be exercised in a concentric movement. Instead, work on mild stretches of the lumbar area, and developing good endurance in the postural muscles of the upper back extensors to relieve tension. Most importantly, continue to educate your client on correct posture, especially when standing and lifting.

## Exercise Prescription for Pregnancy (cont)

### Contraindications

Clients should avoid exercise:

- If they have had 3 miscarriages
- If they have any bleeding
- In hot, humid conditions during the early stages of pregnancy
- If unwell or suffering from fever
- If suffering from headache, particularly if accompanied by swelling, blurred vision or pain in the side of the rib cage
- If suffering from high blood pressure
- If there is any pain or discomfort
- If activity causes pain or symptoms of injury

### Guidelines for Exercise Prescription

Below are the guidelines for exercise prescription during pregnancy:

#### **Frequency**

3 to 4 times per week is appropriate in the earlier stages of pregnancy. After the 28<sup>th</sup> week, the client should not be exercising more than 4 times per week. Research has indicated that frequent exercise after week 28 is linked to lower birth weight babies. Lower birth weight babies may have complications and it is uncertain whether their low birth weight will have long term effects on their development.

#### **Intensity**

An exercise heart rate of up to 150 bpm during pregnancy has been shown to have no adverse effects on the baby. Higher heart rates have been linked with foetal distress. The client should always wear a heart rate monitor during exercise so that the heart rate can be continually monitored. Using perceived exertion to monitor intensity is not an effective technique on its own because pregnant exercisers tend to underestimate their intensity. Remember that resting heart rate rises throughout pregnancy and so the amount of exercise that it takes to get the heart rate to 150 bpm will decrease as the pregnancy progresses.

#### **Duration**

25 minutes of continuous aerobic activity with a heart rate up to 150 bpm has been shown to have no adverse effects on the baby. Continuous aerobic exercise of a longer duration should be avoided because of the risk of foetal distress and overheating. Also, very intense short bursts of exercise should be avoided.

#### **Type**

Due to the risk of abdominal trauma, which may cause miscarriage or damage to the growing baby, and the risk of musculoskeletal injury to the mother, contact sports and activities that involve a high risk of falling are contraindicated during pregnancy. These include: horseback riding, gymnastics, water skiing, surfing, basketball, football, rock climbing, hockey and skiing.

Strength training during pregnancy is not contraindicated and the client may continue to lift weights as long as the following limitations are adhered to.

- Do not lift heavy weights. This has been shown to have an adverse effect on maternal blood pressure. The emphasis should be on lighter weights (ie. 15 RM). There is no problem working to the point of muscle failure as long as it is not achieved with low repetitions and heavy weights.
- Squats and lunges should be avoided as they may predispose the client to injury in the sacroiliac or pubic areas, both of which are susceptible because of their increased laxity during pregnancy.
- Avoid exercises that cause discomfort or pain to the individual client, eg. Chest exercises due to breast tenderness.

**Note:** It is recommended that clients drink 500 ml of water in the 30 minutes preceding exercise, 250 mls of water each 15 minutes during exercise and then 1 litre of water after exercise.

### 3. Sensational Service

#### SSP – Sensational Service Protocol

Work Book is delivered one on one with the trainer. This session needs to project passion and our true beliefs of how our clients should be treated every minute.

Post session Outcomes:

- Develop 3 value adds you can use regularly eg walking clients to car and opening door for them
- Develop one USP – unique selling point eg pre and postnatal specialist.

#### Sensational Service Protocol (SSP)

GOAL: CREATE A “PERSONAL BEST - PURPLE COW” SERVICE

*If you are a purple cow – you will stand out and clients will tell others about you! Guess what that means?*

*RELATIONSHIPS AND SERVICE IS WHAT KEEPS CLIENTS*

#### 1. IN SESSIONS SERVICE

- Professionalism:** - Uniform, hair, shoes, pen, clipboard, deodorant, carry towel, carry cup, speech.
- Educate to Empower:** - research, handouts,
- Deliver an Experience:** Be greeted, be farwelled. Not just a workout, what sort of exercises, music, volume of music what sort of conversation, what sort of tone – enthusiastic, make them feel like that was the best they will have done today and they think their PT session and visit to a PB studio will best part of their day.
- Custom Fit Approach / Make it Personal :** Be flexible in program content, it might be day to day, be flexible in its delivery from client to client, DO EXERCISES WITH YOUR CLIENT. How do you know what your client wants?
- GET IN and STAY IN: GIVE THEM YOUR ENTHUSASTIC ENERGY> > >** Once you have started your session with your client – DO NOT BE DISTRACTED, LISTEN TO THEM. Encourage your client to talk about themselves, don't cut them off mid sentence, talk in terms of your client's interests, don't criticize or complain, Make the other person feel important and appreciated – and do it sincerely.
- “YOU ARE IMPORTANT”!** Remember your client is the most important thing at that moment.

## PERSONAL BEST “IN SERVICES” MUST DO’S

### a) New: Create a DATA SHEET.

- Knowing your clients key point displayed on inside of folder.
- Recording feedback that needs to be noted for future sensational sessions
- Record the emotional drive of each client.
- How they like to be instructed
- How they should be followed up eg: text, email, phone call.

NB: Never text client or email in the first two weeks until rapport is built.

### b) New: Trainer etiquette

- Meet the client half way or acknowledge client
- All trainers acknowledge other client.
- Up sell of drink at start of session pending on workout style
- Water bottles always filled up or water always retrieved by us and transported by trainer.
- Towels always laid out for the client. Not so much carrying it everywhere but laid out before every exercise.
- Ask for feedback – How was the session today – can also be noted on data sheet.

#### b1.) Body Language

- Be in the session – be present.
- Clients are motivated by language, they not motivated by trainers leaning on equipment, hand in pockets.
- THEREFORE TRY NOT TO LEAN ON EQUIPMENT, WATCH TV AND NO HANDS IN POCKETS.
- Be a touch trainer, monitor clients exercise by allowing them to feel the muscles working.
- Conversation is to be about client 80/20 rule.
- Positive conversation – No trainer or family problems.
- Always walking client to exit door. Always a Thank you for training and maybe a high 5 or handshake.

***BE CONSISTANT IN YOUR INSERVICE.***

**2. OUT OF SESSIONS SERVICE**

- Preparation:** prepare your clients session, periodisation, what do you want to achieve out of that session or macro, meso or micro cycle of program. What training phase are they in?

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- Follow up freak.** Ask your client how they would like to be followed up.  
The New client is to be followed up in 24hrs after session during the first two weeks.  
When you have some down time : call your existing clients.

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- What are your value adds?** Develop ways that you can value add to your existing clients

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- In Consultation: Ask what expectation they may have of a PT? Expectation of a PT service. What would wow them?**

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**3. DELIVERY OF SESSIONS SERVICE**

- YOU ARE YOUR MARKETING;** you are reflection of your service, delivery, and the way you are groomed and more.....

- Stay Fresh – Education, knowledge: inform your client every week.**

- Attention to detail – to the detail of client**

- Deliver an experience - Custom fit approach, Make it personal**

- Wants V Needs Balance:** Deliver wants first; address needs last

- John Farnham feedback;** give your client a voice; ask for feedback and note it.

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- Resources V Outsources -** When you research for your client and know when you must refer on to para-professional – find that para-professional for your client. Offer them a name and contact details.

- Quality thermostat:** know your thermostat.

- BE PROFESSIONAL**

**GET IN AND STAY IN!**

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## 4. EXECUTING THE SERVICE EXPERIENCE

- USP – your unique selling point.** Know why your clients like training with you and Personal Best.
- Know the underlying emotion**
- Not just a work out.**
- Entertain to retain**
- Service is the differentiator**
- Know the info of client. (husband, children, work, etc)**
- Flip the pressure switch on your USP. Do what your clients like about you.**
- The proof: Once you know the personal info of your client – if you choose to you can “gift” with a personal touch. They won’t expect it.**

## 5. GETTING V KEEPING

### **GETTING**

- Phone time:** More phone time and face to face time until rapport is built.
- Texting:-** Do not text clients until a rapport is built, thereafter ask the client if it is ok to text. If this is the best way to communicate.
- 3 x lucky.** See a client 3 x until you sell them something.
- Emotional Motive:** know why your client is training and confirm this when your training a certain way, letting them know which training is addressing this.
- Deliver the WANTS. Needs later.**
- Exceed EXPECTATIONS**

### **KEEPING**

- Regular goal review**
- Long term clients ARE NOT TO BE TAKEN FOR GRANTED. ASK THEM HOW THEY ARE FEELING.**
- Mix it up – flexible programming**
- Stay consistent**
- Educate + Challenge**
- Client Care 80/20.** 20% of your clients make 80% of your training week. Spend most time on these people
- Relationship + Replicate – Why does your client stay?**

## 4. Marketing & Sales

### Phone Enquiry

When answering the phone, use 'Thanks for calling Personal Best, this is \_\_\_\_\_'

If the call is a personal training enquiry, use Telephone Enquiry Script. *See attachment*

#### Note:

- Be enthusiastic and speak clearly and try answering the phone with a smile
- During the conversation use the person's name

The Team Leader is to be notified immediately an enquiry is received.

### Walk in enquiry:

Be enthusiastic and speak clearly, and obtain and use the client's name. First impressions are paramount and you together with Personal Best will be judged on this first contact.

If the enquiry is personal training related, *use the following enquiry script.*

If you are busy with a client during a phone enquiry or walk in enquiry, obtain a contact name or number and contact them as soon as possible. It is paramount that you get some contact details (phone, address or email)

*Conducting a 'Get to know you consultation' (video)*

## Enquiry Script – Telephone

Thanks for Calling Personal Best. This is (your name) Response

How can I help you? Response

Great. I can help you with that. May I ask how you heard about Personal Best? Response

What do you want to accomplish from your training?  
(Gain further information if required) Response

Okay. We offer a variety of personal training and group training services packaged in different ways to meet your needs and unlike anyone else I know of, we GUARANTEE your results. The best thing to do would be for you to come in so that you can see our studio and we can discuss specifically what we can do for you.

Does morning or afternoon suit you better to come in for a chat? Response

If yes, set a time.

If no .....

Ok. How about I send you a complete package of information that fully explains our services and our guarantee so you can make an informed decision. Is that ok? Response

If Yes,

Great. I just need a little information so I can send you this package today.

How do you spell your first name? Response

And your last name xxx? Response

Ok, what is your mailing address xxx? Response

Also, we publish a very informative and useful email newsletter that will help you with your fitness goals and provide you with helpful weight loss, nutritional and fitness tips as well as recipes. Would you like to receive our free newsletter? Response

If yes,

OK. What is your email address? Response

I will call you on \_\_\_\_\_ to see if you have any other questions and to see what you would like to do.

What is your telephone number? Response

We also have a website [www.personalbest.net.au](http://www.personalbest.net.au) that you can have a look at if you need.

## Enquiry Script - Walk-in

Hello, I am (your name) Response

How can I help you? Response

Great. I can help you with that. How did you first find out about Personal Best? Response

What do you want to accomplish from your training?  
(Gain further information if required) Response

OK. We offer a variety of personal training and group training services packaged in different ways to meet your needs and unlike anyone else I know of, we GUARANTEE your results. The best thing to do would be to make a time when we can discuss specifically what will best suit you. Does morning or evening suit you best to have your FREE consultation? Response

If yes, set a time.

If no .....

Ok. How about I send you a complete package of information that fully explains our services and our guarantee so you can make an informed decision. Is that ok? Response

If Yes,

Great. I just need a little information so I can send you this package today.

How do you spell your first name? Response

And your last name xxx? Response

What is your mailing address xxx? Response

Also, we publish a very informative and useful email newsletter that will help you with your fitness goals and provide you with helpful weight loss, nutritional and fitness tips as well as recipes. Would you like to receive our free newsletter? Response

If yes,

OK. What is your email address? Response

OK, I will call you on xxx to see if you have any other questions. What is your phone number? Response

We also have a website [www.personalbest.net.au](http://www.personalbest.net.au) that you can have a look at if you need.

Note: Give them a business card and information brochure.

## Services

### Consultation

Each new client will receive a Free Consultation which will help identify your:

- Priorities
- Current activity levels
- Preferred types of exercise
- Training availability
- Trainer preferences.

### Goal Setting

A Goal Setting Questionnaire will be completed and discussed to help identify:

- What you want to achieve
- Your priorities
- Your timeframe for accomplishing your goals
- Other factors that may assist or prevent you from attaining your goals.

### Fitness Assessments

Fitness assessments include measurement of:

- Blood pressure
- Resting heart rate
- Body Mass Index
- Body girths
- Waist-to-Hip Ratio
- Skin-folds (Body fat)
- Strength
- Cardio-vascular (Aerobic) fitness
- Flexibility

### Food Intake Assessment

### On-Line Personal Training

**Ultimate (Trainer Live-in) Package**      Unlimited Training (3 month commitment)

***Note: The Trainer Live-in Package includes:***

- *Unlimited personal & group training sessions (Monday – Saturday) at any Personal Best studio, clients home or other location.*
- *Continual monitoring & support as required.*
- *Travel and accommodation expenses are borne by the client.*

## **Supplementation questionnaire**

Personal Best provides a Supplementation Questionnaire in order to guide clients in what supplementation may be beneficial. The Supplementation Questionnaire is attached.

### **Products for sale:**

Personal Best has a wide range of fitness products either in stock at a particular studio or ordered singularly and received within days.

Below are several key products and a few key words to help you describe these products and their benefits to your clients. All product ordering can be arranged by your Team Leader. If an item is available at the studio a normal transaction can take place.

#### **Heart rate monitor's**

Polar heart rate monitors help keep you motivated by providing accurate, individual feedback on heart rate and your exercise intensity. A must tool for clients that you have doing cardiovascular workouts by themselves and an easy up sell to recently pregnant clients who need to manage their intensity levels during exercise.

#### **AOK Exercise balls**

Balls are available in a range of great colours with a size to suit everyone (based on height). AOK balls are burst resistant to 500 kg. A great tool for home use and used for a wide range of core exercise and can be combined with weights for a full body workout.

#### **Medicine balls**

Medicine balls are a great way to exercise any area of the body whether it be upper, lower or the core. They are sized between 2-12kg and can be used for numerous exercises. They allow for improved range of motion, flexibility, joint integrity and upper and lower body strength. The great thing is that you can involve a partner or simply use a solid, sturdy wall.

#### **Duradisc**

The Duradisc is a device the size of a frisbee and inflated with air to provide a platform of instability. The disc provides active and re-active rehabilitation for the lower kinetic chain. Use the disc to improve proprioception and balance, increase range of motion and strengthen the lower kinetic chain.

#### **BOSU**

The BOSU resembles an exercise ball that has been cut in half. It has a stable and unstable side. This makes for a versatile piece of equipment, which can be used for everything from cardio to rehabilitation to yoga. With the ball side up, you can stand, squat, sit or use it just like you would a step in aerobics. When you exercise with the platform up, your body has to constantly shift and contract to stay aligned. Perfect for anyone wanting to improve body balance.

#### **Physio foam roller**

Designed by Physios for rehabilitation, the roller has become mainstream because of its versatility and benefits provided. Using the roller at home requires minimal skills and delivers maximum benefit. The roller is great for self-massage and myofascial release of the back, gluteal, ITB, hamstring and calf muscles. The roller is available in short (30 cm) and long sizes (90 cm).

#### **Resistance band**

One of the best tools in a functional training arsenal. They are basically big rubber bands that come in a variety of sizes and degrees of strength. Great for clients training alone as you can attach most bands to door or some stable object. You can even step on the band to anchor it to the ground. The possibilities are many

### **Pedometer**

At its simplest, a pedometer is a device used to count the number of steps you take each day. Pedometers can be used by individuals to monitor physical activity levels and to set activity targets. A simple device worn on the hip and a great tool for those clients that are trying to increase their incidental activity for weight loss or general well-being

### **Weight training gloves**

Weight lifting is a means to increase muscle strength and size, but it tends to take a toll on your hands. This is especially true when lifting heavier weights and using knurled bars. A good pair of gloves protects the skin of the hands, reducing callouses. Another benefit of gloves is the fact you can get a better grip on free weights especially when sweating during a hard workout. Easily sold to anyone complaining of sore hands or unable to hold the required weight.

### **Skipping ropes**

Jumping rope is possibly the single most comprehensive and beneficial form of cardio-vascular exercise a person can perform. When it comes to portability, not many other products beat a skipping rope. Jumping rope can burn up to 1000 calories per hour and is easily packed away in a suitcase for those clients that travel a lot with work.

### **Food diary**

People who maintain a diary in the getting in shape process learn a lot about themselves, stay focused for longer, are less likely to make bad decisions and consistently produce better results than people who don't maintain a diary

### **Multi-vitamin**

Multi-vitamin supplements contain a number of essential nutrients (vitamins & minerals). Their primary purpose is to provide a convenient way to take a variety of nutrients from a single product, in order to prevent vitamin or mineral deficiencies.

### **Omega 3 fish oil**

Including omega 3 fats in the diet regularly can be linked to better heart health, digestive function, joint and eye health and a general better overall health and well-being. Omega 3 fats are essential fatty acids that must be supplied from the diet; with fish and seafood the most common sources. Many clients either don't eat enough fish or dislike fish altogether. Therefore using a supplementation is very important.

### **Protein powders/bars**

Protein is one of the body's main building blocks for muscle, bone, skin and other tissues. Protein shakes come in many combinations of protein, carbohydrates and fats. They come in a variety of flavours in powder form in ready to drink packages.

### **PB Shirts**

Made from a breathable and quick dry fabric these t-shirts are great for training. They also allow the client to feel like they belong to something by wearing the PB brand proud.

## **Ordering Products**

Fitness accessory products that we carry in stock will be displayed on the promotion product area and some of these items can be purchased on the spot. Other items will need to be ordered in and an order can be placed with your Team Leader and noted in the communication book. Any other products that you notice need replacing can also be noted in the communication book. This may include anything from stationary goods, drinks and/ or cleaning products.

## 5. Administration

### Answering the Phone

When answering the phone, use 'Thanks for calling Personal Best, this is .....'

If the call is a personal training enquiry, use the 'Telephone Enquiry Script'.

#### Notes:

1. Be enthusiastic and speak clearly. Try answering the phone with a smile
2. Use the person's name.

***The Team Leader is to be notified immediately an enquiry is received or retrieved from the message bank.***

### Making a Phone Call

When making a phone call to a client or other business person, always ask whether it is a good time to talk.

### Letter Writing

When writing letters or emails, the following points should be adhered to:

- The font 'Calibri' or 'Arial' is used
- The letter is signed in blue ink
- Include a PS ideally handwritten (where possible) at the end of the letter
- All letters are to be checked for content, grammar and spelling before leaving the office.
- Letters are to be folded to 'DL' size with the letterhead to the outside.

### Communication systems

Message book – all messages are to be left in the message book located at reception. For pressing matters the person in question should be contacted via phone as well. Ensure that you include:

- The date and time
- Who the message is for
- Who the message is from (your name)
- Details of the message including a return phone number

### Computer use

- Downloading of files is not permitted without express permission from the Team Leader.
- Computer use for private purposes is permitted providing the computer is not required for business use.

## Retrieving Messages from the phone

Please check the phone for messages at the start and end of each session or working shift. A message will be noted by a 'blurred' dial tone on the end of the phone, a dial tone out of the ordinary.

Dial 125101 and enter the PIN followed by the # button when asked. Follow the prompts and record the message. Save the messages if you feel that it is necessary for someone else to listen to the message. Leave the details of the message in the message book. If a message pertains to a personal training enquiry, contact the Team Leader immediately. If the message pertains to a cancellation, inform the respective trainer immediately.

## Scheduling Appointments:

### Session Confirmation

- If necessary, confirm client session time 24 hrs prior to the session. This is especially necessary if:
  1. It is the clients first personal training session with you
  2. The client only uses our services for one or less sessions per week
  3. A change to clients normal training times
  4. A change of trainer since the clients previous visit
  5. At clients request

### Session Schedule

- Complete the studio Session Schedule a week in advance (if possible) You should include:
  1. Trainers initials
  2. The clients name
  3. The session code, i.e. PB1, PB2, PT1, PT2, Group, FA

### Taking over clients:

- If you are taking over a client from another trainer or if you are filling in for another trainer, it is your responsibility to confirm that the client has session credit available.
- If you are taking over a client permanently you will need to re-evaluate their current goals and establish new direction if required.

## Client Payments

All payments for training sessions may be made by cash, cheque, credit card (Visa, MasterCard, or Amex), direct debit or Bartercard. All payments (except direct debit) are to be recorded on the Banking summary\*.

*\* Highlight where this summary is stored in the respective studio.*

Fields to complete when recording an entry include: the date of purchase, the clients, name, the method of payment, the amount, the description of what was purchased, if an invoice is required (see invoice request) and the initials of the staff member who processed the payment. Ensure that you write legibly completing all details.

**Note:** Payments made by Amex attract an additional 3.5% fee which is to be added to the transaction amount.

## Processing EFTPOS & Credit Card Payments

Following is the procedure for processing credit card or EFTPOS payments with the client's card.

1. Swipe or insert the client's card
2. Once the card has been acknowledged, enter the amount and confirm the amount by pressing OK. (**Note:** Cash out is not available)
3. Select the required account: CHQ, Credit or EFT
4. For EFTPOS (cheque or savings account), have the client enter their PIN and press OK. For credit card payment ask if a PIN or Signature will be used.
5. A receipt will be printed for both the Merchant (Personal Best) and the Customer. Have the client sign the Merchant copy of the (if signature was requested.)
6. Complete the banking summary and leave the Merchant copy with the banking and give the client the customer copy of the transaction.

*Following is the procedure for processing credit card payments without the client's card (useful when clients are purchasing over the phone or if the swipe strip is not working)*

1. Select MOTO
2. Enter the card number and press ok
3. Enter the expiry date and press enter
4. Enter the amount, confirm and press ok
5. A merchant only receipt will be printed
6. Complete banking summary and leave this copy with the banking. If the client requires a receipt a Duplicate print will be required.

*Printing a Duplicate receipt (Current terminals April 2010)*

1. Please the Blue function button
2. Select option one by pressing '1'
3. Select option one by pressing '1' Duplicate receipt

## Direct debit Payments

Payments for direct debit are deducted fortnightly on a Monday. This is pre-set and the next available debit date can be viewed on the studio calendar with the respective Mondays highlighted. Pro-rata payments for the first fortnight shall be calculated considering the number of session that are intended to be completed leading up to the next scheduled debit date. This may be paid manually as per the 'method of payment' section above.

## Completing an EziDebit Direct Debit form

Place the client code in the Customer reference section. Insure you place the respective studio code before each number: K=Kenmore T=Toowong BC=Brisbane City

Enter the client's full name and contact details as per the form.

Debit arrangements/payment details

Point 1. Should be left blank

Point 2. Enter the next upcoming debit date. (ensure there is enough time for the form to be submitted to Ezidebit) also place the amount to be debited

Point 3. Place a tick in the 'fortnightly' box (this is the only option we accept for direct debit)

Point 4. Place a tick in the 'continue regular debit until further notice'. All direct debit have a minimum term of 12 payments

Explain to the client that Personal Best absorbs all the set up fees associated with the direct debit process.

Have the client provide the correct details for the account they wish to have debited. This can be either a bank account or a credit card.

Have the client sign and date the bottom of the form. Once completed, make a copy and send the original directly to Ezidebit (either via post or fax) and leave the second copy in the Team Leader's in-tray.

### Notes

- Use a black pen and print clearly
- Remind the client again of the terms and conditions with specific reference to sessions that are missed during a normal training week. These sessions need to be caught up in the following fortnight or they will forfeit the session/s.

## Bartercard Payments

A manual voucher is required for Bartercard transactions.  
Complete the Bartercard voucher including:

- Customer name and card number (16 digit number)
- Personal Best name and Merchant number (6009 1261 9120 6871)
- Date
- Description of sale
- Total

Confirm the validation date on the client's card and have the client sign the voucher. Obtain an authorisation number (phone 1800 074 295) and give the client their copy (yellow) and leave other copies with the banking.

## Requesting Tax invoices

Tax invoices are sometimes requested by clients upon payment for our services or products.

Invoices are processed each Friday and can be emailed directly to the client as a PDF file or sent to the studio for printing.

The details required for creating an invoice include:

- Clients name:
- What product/service was purchased
- What the product/service was worth
- What date and by what method the client paid
- Please email to [info@personalbest.net.au](mailto:info@personalbest.net.au) under the subject of Invoice Request – Client name.

## Downloads Website

The majority of Personal Best documents can be found on the website:  
[www.personalbestfitnessstudios.com.au/documents/ClientDocuments](http://www.personalbestfitnessstudios.com.au/documents/ClientDocuments)  
Each file can be downloaded and printed or viewed as required

## 6. Trainer Procedures

### Timesheets

Timesheets are to be submitted no later than Monday at 7am (immediately following the pay period).

Note: New client information form is to be sent to [info@personalbest.net.au](mailto:info@personalbest.net.au) on the day that the client commences training.

Process:

### Electronic Timesheet (Word Doc)

- Enter your full name, studio location and date of the fortnight ending.
- Enter any administrative hours you completed during the period
- Enter the number of group session performed and record numbers attending each group
- In the bottom left hand summary section enter your tally of each session code
- Note: single one-off sessions should be placed in the 'Other session' section with the name, session code and date
- Enter any referrals received in the pay period by entering their name, the package they purchased and by what means was the referral gained.
- Enter any products purchased in the pay period by entering the product name and the amount paid by the client.
- Save your timesheet as your full name and date of the ending fortnight: e.g. nathangillddmmyy

Attach and send this timesheet to your studio Team Leader or person responsible for checking timesheets.

## Studio Operations

### Daily Studio Procedures

The daily procedures listed below are general and will vary between studios. *Also discuss specific studio procedures.*

#### Morning

- Turn the alarm off
- Turn on: Lights (studio & shower), TV, Cardio Equipment, Stereo, Fans, Air conditioning
- Open Windows (if required)
- Put the A-frame signs outside
- Check Message Bank (phone 125101)
- Follow up clients
  - Enquiries
  - No shows
- Re-fill fridge stock
- Launder towels as required
- Replenish cups (for water)
- Cleaning - see roster
- Leave messages in the Message Book.

#### Afternoon / Evening

- Check Message Bank
- Launder towels as required
- Leave messages in the Message Book.
- Cleaning - see roster
- Tidy studio / Replace everything / Replenish cups (for water)
- Empty bins / Garbage out
- Bring in the A-frame sign from outside
- Close & lock Windows
- Turn off: Fans, Air conditioning, Cardio equipment, Stereo, Lights, Television and Air conditioning
  - Note: Cardio machines are to be turned off at the machine and the power point.
- Turn on the alarm
- Lock the studio door

#### *Use of music within a studio – appropriate use*

Music within the studio creates the mood and sets the tone for the clients experience within the studio. Select a music style that is suitable for the average client base that it training at any one time. Be aware of the loudness of the music and try and match this to the tempo of the studio. With a number of sessions being completed at one time the music may need to be increased versus only a one session being conducted and the music needs to be turned down. Clients are welcomed to bring their own music in but only best suited in situations where they are the only one training. Use your discretion here.

## **First Aid and accident reporting**

### **First Aid**

#### **Trainer Accreditation**

All Personal Best trainers must have a current CPR and First Aid certificate. Personal Best will arrange CPR update courses on a yearly basis and First Aid update courses every third year. Trainers may either update their qualifications at these courses or with any other recognized provider. These courses will be:

#### ***Brisbane***

CPR – every July

First Aid – July 2013, July 2016

Note: Your pay scale will be returned to the probationary amount if your accreditation lapses.

#### **First Aid Kits**

A first aid kit is available in each of the Personal Best studios. Be aware of its location and contents. If at any time you feel that the stock/ contents are inadequate, please advise the Team Leader.

#### **Injuries**

All injuries are to be treated immediately to the level of your training. Be sure to get the assistance of other trainers/ people if required. If an injury occurs that is not within your ability to treat, refer the client to an appropriate professional or instigate emergency procedures as appropriate.

**Note: Do not give your opinion or offer a diagnosis on any injury or illness!**

#### **Serious Injuries**

- Do not panic
- DRABC
- Do not move person unless they are in threat of further danger
- Stop serious bleeding
- Direct other people to help as required
- Do not leave the site until help arrives
- Contact Next of Kin (as required)

## Emergency Procedures

In the event of an emergency and / or major accident:

**Call Emergency *immediately*: Phone number 000**

The operator will assist you and send out the emergency services (Ambulance, Police, Fire Brigade, etc) that you require.

When telephoning for help, tell the operator:

- Where the emergency is
- What has happened
- What is being done
- Who is calling

Wait to be told what to do before hanging up.

Where it is necessary to take a client/ trainer to hospital, two people should accompany the person in case of further complications.

## Accident Reporting

When an accident or incident occurs and a person requires first aid or medical attention, or there is damage to site or property, whether major or minor, the details are to be recorded by the Trainer or Team Leader in the Accident Report Book. An Accident Report book is available at all Personal Best studios. The following information is to be recorded. Be precise and specific.

- Day, date, time
- Location
- Person's name
- Reporting person's name
- Description of accident
- Description of injury or damage
- First aid administered
- Other action taken
- Follow up action taken
- Ideally, any record of injury should be witnessed

**Note** *Do not give your opinion or offer a diagnosis on any injury or illness!*

## **Fire**

- Dry Chemical Fire extinguishers (suitable for electrical, gas, wood and paper fires) are available in all Personal Best studios. You must familiarise yourself with their location and operation.
- In the case of a fire, shut off electrical equipment
- If unable to contain the fire, follow Evacuation procedures immediately.
- If there is a fire hose accessible to the studio, be aware of its location and operation.
- Move people away from the immediate area (keep them up wind of the fire).
- Keep the exit open and warn/ help others (if safe to do so).

## **Electrical Shock**

- Do not touch live wires or a victim who is still in contact with a live wire or apparatus
- Disconnect the power if possible.
- Use a non-conductive material (e.g. dry wood, rubber, plastic) to remove the victim or live wire, if you are unable to disconnect the power
- Perform CPR if required
- Call for Emergency medical assistance, if necessary.

## **Evacuation**

- Ensure all access doors are unlocked and kept clear when the studio is in use.
- Be aware of the assembly point should an evacuation be necessary.
- If evacuation is required:
  - Evacuate premises in an orderly manner
  - Keep the exit open and warn / rescue others (if safe to do so)
  - Do a check at the assembly point that all people have been evacuated
  - Follow the instructions of emergency response services.

## **Workplace Health & Safety**

You have a duty of care to take all reasonable steps to protect the health and safety of all clients and other trainers and staff and to achieve a safe and healthy work environment.

## **Pre-exercise Screening**

All clients and trainers are to complete a Pre-exercise Questionnaire and have their blood pressure checked prior to exercise (and employment in the case of a trainer). Any concerns arising from these measures or otherwise should be referred to an appropriate medical practitioner before any exercise takes place.

## **Clothing**

Suitable footwear must be worn by clients' and trainers at all times. These should be a 'running' or 'cross training' type shoe. Bare feet, sandals and thongs are not acceptable at any time whether it is a client training, or you training a client or yourself.

## Equipment Set up

All equipment must be set up in a manner that limits the risk of injury or accident. For example:

- Equipment is not to be placed too close together inhibiting access or freedom of movement.
- Heavy weights are to be stored at a safe height with suitable access.
- Equipment is to be arranged in a manner that allows easy emergency access.
- There must be adequate space behind treadmills in case of an accident/ fall.

## Equipment

- Ensure that equipment is in safe, working order and if not, display an 'Out of Order' sign.
- Ensure that benches and seats not torn or otherwise in a damaged condition.
- Store all equipment (eg. balls, etc) in appropriate place
- Replace all dumbbells, barbells and weight plates on the appropriate racks after use. Do not leave them on the benches or floor.
- Provide safety guidelines on equipment.
- Maintain Equipment Service Agreements

## Electrical

- All electrical leads are to be tagged.
- Electrical leads safely positioned and not across walkways.
- Electrical equipment fitted with Residual Current Devices (RCD's)
- Electrical cords, switches and plugs are to be safe and suitably covered.

## Slippery Surfaces

- All flooring which is potentially slippery is to be maintained in a dry state. Where a surface cannot be kept dry, eg an outside area, suitable lighting and signage should be provided.

## Work Station

- Ensure that any work station that you use is ergonomically set up for your use.

## Lifting Technique

- Ensure that a neutral spine is maintained in all non-supported lifting.
- Maintain the weight close to your body when you are in a non-supported position.
- Do not attempt to lift more than you are capable of lifting. Consider the size, shape and position you are lifting from / to when assessing what you can safely lift. Get assistance if necessary.
- Do not lock joints

## Exposure to Blood and Body Fluids

Staff at any workplace can be exposed to the risk of a range of infectious diseases; including HIV through contact with blood or body fluids in the workplace; or in products being handled.

Note: Unlike HIV, hepatitis may survive outside the human body for several hours and therefore surfaces can become 'contaminated'.

Where a person is exposed to blood or body fluids ensure that those assisting or cleaning-up, wear gloves at all times. If exposure to blood or body fluids takes place, the following action should be taken immediately:

- provide immediate support to the employee and ensure that proper medical advice/ treatment is provided
- If a syringe has broken the skin or if there is an open wound, encourage the site to bleed
- Wash away the blood with warm water; apply an antiseptic and a dressing over the wound
- If the eyes are contaminated, rinse eyes whilst open with tap water or saline from the first aid kit
- If blood gets in the mouth, ensure that the person spits it out and repeatedly rinse the mouth with water
- Ensure that the person exposed to the blood or body fluids goes/ is taken to the doctor/ hospital to obtain medical advice and treatment immediately
- If a syringe is involved, place the syringe carefully in a sealed container and have examined
- Make sure that confidentiality of the incident and anonymity of the injured person is maintained
- To clean up the blood or body fluids (vomit, urine, etc) put on disposable gloves. Wipe up the substance with paper towels and place the towels in a plastic bag. Tie the bag tightly and dispose of in a dumpster or equivalent. Mop up the floor with cold water, rinse mop and then mop over with sanitiser and warm water.
- Place disposable gloves in a plastic bag and discard in a rubbish bin.

## Cleaning & Hygiene

### Towel Use

- All clients are to use towels on all equipment. If the client does not have a towel, one is to be provided.

### Change Rooms & Toilets

- All change room and toilet areas are to be hygienically cleaned daily.
- Ensure soap and suitable washing facilities are provided.
- A towel, paper towels or hand dryer is to be provided
- Female toilets are to have a disposal unit for sanitary pads.
- Bathroom areas are to be cleaned with disinfectant.

### Kitchen/ Food Preparation Areas

- Ensure that all food preparation areas are hygienically cleaned.
- Do not leave food that needs refrigeration out of the fridge.
- Ensure all garbage bins are covered with a lid.

### Garbage

- All garbage bins are to be emptied and suitably disposed of on a daily basis.

### Cleaning of Studio Exercise Area

- All benches and equipment are to be cleaned daily
- All floors are to be cleaned daily.

### Heart Rate Monitors

- All trainers are responsible for cleaning and disinfecting all heart rate monitors that they use. Heart rate monitors are to be cleaned with disinfectant, rinsed thoroughly and dried completely.

Note: If monitors are not completely dry, the battery will continue to operate and therefore shorten the life of the equipment.

### Personal Hygiene

- Ensure that you wash your hands after using the toilet and before preparing/ eating food.
- Ensure that you maintain a high level of general cleanliness
- Maintain a neutral (as possible) body odour

***All trainers are responsible for maintaining a clean and safe environment within the studio and other exercise areas (including outside areas).***

**Mirrors:** Mirrors are best cleaned with Windex (or similar supplied product) and newspaper. Spray should be applied lightly to the entire mirror. Use the newspaper to polish dry the mirror removing any finger marks or smudges. Ensure you view the mirror from all angles to obtain a perfect finish.

**Upholstery:** Upholstery can be cleaned with a diluted solution of Pine-O-Clean (or supplied disinfectant) and a clean CHUX (or supplied cloth). Ensure all sweat marks are removed from the area to avoid the upholstery breaking down due to the sweat build up.

**Carpet:** Using the vacuum cleaner, remove all visible items from the floor. Removing the vacuum head will allow access to the borders of the machines and surrounding studio walls. Treadmills can be placed on full incline to allow access underneath. Other cardio pieces may need to be moved to allow access underneath. Repeated, progressive, strokes over the carpet ensures all areas are covered and dirt is removed.

**Cardio equipment** – to effectively clean all cardio pieces a bucket with a diluted solution of Pine-O-Clean and a CHUX should be used. The full body of the machine should be washed down and the display areas wiped down paying special attention to drink bottle holders where grime accumulates. For general spot cleaning of displays and touchable areas use the diluted spray bottle and CHUX cloth.

**Resistance training equipment** (including benches and weight racks): To effectively remove all dust and sweat marks from the frames of the equipment a bucket and diluted Pine-O-Clean with a CHUX should be used to wipe down the full machine. Pay special attention to the visible areas seen by the client including the top of the weight tree where dust will accumulate.

**Reception areas:** this area is to be kept cleaned with a disinfectant and cloth. Dust accumulates on all machines used in the area and should be kept dust free including the wiping down of the key board and phone hand piece. Televisions can be cleaned in this same process as dust will accumulate on both the screen and the frame of the unit.

**Shower:** for the best result a clean would require you to be in the shower. Spray the entire area with the supplied cleaning product (the use of rubber gloves may be required) Leave for 30 mins and return with a scrubbing sponge to wash down all walls, screens and shower base. Remove all product using the shower head.

**Water bubbler:** using a scrubbing sponge and disinfectant solution, wipe down the taps and areas where water sits. To remove any build up of mould or water stains.

*Appropriate action when equipment is found to be faulty*

Once a piece has been found to be faulty or non-operational a message for the Team Leader needs to be placed in the communication book. An out of order sign can be printed, on letter head, and placed on the item. Once the team leader has actioned a service repair this should be noted on the sign as to when the repair will take place.

## 7. Client Procedures

### New Client Procedure:

1. Have the client complete the Pre-Exercise Medical. Have the client gain a medical clearance if you deem necessary.

2. Have the client read and sign the 'Acknowledgment Release and Assumption of Risk' form.

Note: It is of highest importance that both the Pre-Exercise Questionnaire and Acknowledgment Release form are completed and signed before any exercise is performed. If a new form has to be completed on the spot, let this be the case.

3. Explain and have the client sign the Terms and Conditions. Special note is made again here of the cancellation policy. Use your best judgment when enforcing the policy. It is in place to protect you as a casual employee but also needs to be handled with consideration of the client.

4. Complete a Fitness assessment on the client. Ensure that the client's blood pressure is checked prior to ANY exercise. Have the client gain a medical clearance if you deem necessary. Suggest a time-frame for the next fitness assessment. This ideally should be 8 weeks.

5. Enter the fitness assessment information onto the MyPB website for clients to view.

6. Prepare the clients program including intensity and various apparatus settings.

7. Compile a client profile complete with data. *See attachment*

Note: This is to be placed on the inside cover of the client's folder. This profile is useful when sharing clients, or when you are on leave and have your clients covered and on hand-over of a client to a new trainer.

8. The above material should be presented in a folder. The clients name and date of birth should be displayed for easy viewing when filing and a reminder of your client's birthday.

9. Upon starting with Personal Best, the client should be given a:

- Key Tag (with client number)
- Personal Best T-shirt
- Water Bottle
- Skipping rope.

10. Confirm clients training times and trainer.

Note: All client files are to remain at the studio.

### **Client Welcome Pack**

When a new client commences training with Personal Best, a Welcome Pack is given to them at the point of commencement. This Welcome Pack will include at least the following:

- Welcome letter with a \$100 voucher to pass onto a friend.
- Your trainer profile
- Business card
- Supplementation assessment form
- Terms and conditions
- Stretching and exercise ball chart
- Product guides
- Product price lists – with an incentive of 15% discount if they order within the two weeks of starting
- First aid information

It is in your responsibility to ensure that this pack was received by the client. Follow up the following points with the client.

1. If they wish to purchase any products within the 2 week discount period.
2. If they had a friend or family member to pass the \$100 voucher onto and have a prospective client that you could follow up.
3. If based on their supplement assessment form if they wished to purchase any supplements

### **Client Check List**

This list should be kept in the client's folder. This List is a guide to assist you in having compiled all the relevant information in order for the client to commence training. This checklist should be used again once the client ceases training and the required data collected and sent.

*See attachment.*

## Food Diary

Food diaries are a very important tool for those clients wanting to lose weight. The theory of scribing what is consumed on a daily basis is very powerful in providing the client direct feedback to how much food they actually consume in a day.

Have your client complete a 14 day diary to gain a good cross section of food consumed. Instruct the client to be as specific as possible with regards to:

- Food type
- Portion size
- Cooking method
- Time of day

Also have them note what fluid intake they had for each day and also record the energy levels, stress levels, mood and how many hours of sleep they had each night.

Once complete you will have a good insight into the quality of nutrition your client is consuming and potential factors affecting weight loss/ gain.

Feedback to clients should be limited to advice only (unless suitably qualified).

Offer advice on:

- Portion sizes
- Alternative food groups
- Cooking methods
- Importance of not skipping meals
- Processed food groups
- Levels of protein

Find one or two points to work on over a select period of time. Have them try and make this a habit. Continue this process until you feel that what is recorded in the food diary is acceptable and relevant to the goal they wish to accomplish.

## Results Guarantee Agreement

Personal Best guarantees the results of clients providing the client fulfils the exercise and nutrition guidelines as suggested by Personal Best. A copy of the agreement is attached.