

# Centre Operations Roles, Responsibilities and Expectations

**Student Name:** \_\_\_\_\_

**Course:** IVSR IVSD DSR DSD IVFIT



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## SWINERGY...WHO ARE WE?

Swinburne Sport, Recreation & Fitness (Swinergy) is an educational & training unit of the Department of Health, Recreation & Human Services, with a stated mission to provide innovative quality training and education in Sport, Recreation and Fitness.

Swinergy is also committed to the fundamental goal of improving the fitness and health of the Swinburne University community through the provision of a dynamic sporting, recreation and fitness service.

Swinergy's vision is to become recognised internationally as being leaders in education and research in the Sport & Fitness industry, and providing a highly valued service in Sport, Recreation and Fitness to the Swinburne University community.

This vision will be underpinned by a commitment to a sustainable operation that is entrepreneurial in its culture. This will be achieved through the development of approaches to innovative training, fitness facility administration and sport and recreation program management which empowers creativity flexibility and responsiveness.

## SWINERGY STATEMENT OF TEAM VALUES

- **Our Clients**  
An intense focus on exceeding the expectations of the Swinburne University community
- **Our Staff and Students**  
Everyone should have the opportunity to make a powerful contribution to the future of Swinergy.
- **Honesty and Integrity**  
Honest and ethical behaviour is fundamental to our existence.
- **Creativity and Innovation**  
A willingness to go beyond the boundaries of conventional thinking and practices in all that we do

## STAFF CONTACTS

Should you need to contact a staff member please use e-mail, alternatively you can call Swinergy Reception on 9214 8018 and leave a message.

John Collins	<a href="mailto:icollins@groupwise.swin.edu.au">icollins@groupwise.swin.edu.au</a>
Matthew Hetherington	<a href="mailto:mhertherington@groupwise.swin.edu.au">mhertherington@groupwise.swin.edu.au</a>
Dr. Gavin Mooney	<a href="mailto:gmooney@groupwise.swin.edu.au">gmooney@groupwise.swin.edu.au</a>
Jo Wotton	<a href="mailto:jwotton@groupwise.swin.edu.au">jwotton@groupwise.swin.edu.au</a>
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David Beaumont	<a href="mailto:dbeaumont@groupwise.swin.edu.au">dbeaumont@groupwise.swin.edu.au</a>

## EXPECTATION OF OUR STUDENTS

What we expect from you...

Our students play a very important role at Swinergy. Students can expect to be rostered to work on reception and in the gym during the hours of 8:30am and 5:30pm with one day off a week. Students need to be aware they are working in a live sport and fitness environment and dealing with staff, students and stakeholders on a daily basis. Therefore it is important to behave appropriately in a business manor. Remember, first impressions last!

### STUDENT ROTATIONS (SHIFTS)

Shifts are in three hour blocks with three students on at one time.

8:30am – 11:30am

11:30am – 2:30pm

2:30pm – 5:30pm

We understand that some students do have other work commitments outside of Swinergy, however it is imperative that students fill the requirements of these rotations as it is the major practical component to your Facility Management subject.

If you have been rostered to work during scheduled class time you need to email your lecturer and inform them of your non attendance due to your reception or gym rotation.

Should you be unable to commit to a shift or if you are ill you need to contact the centre operations coordinator and arrange for someone else to take your shift. **Never make your own arrangements with someone or just not turn up to your shift.**

*Note: A medical certificate will be required should you be away for more than one shift.*

It is also important that you are punctual; we understand that transit problems can occur therefore it is important to inform us if you are running late. You can call reception on 9214 8108 and leave a message.

### CHANGEOVER OF SHIFTS

- You are expected to be ready in full uniform 5 minutes prior to your shift. It is unprofessional and unfair to the other customer service staff to stroll in the door right on your starting time. It only holds everyone up.
- This is a good opportunity to do such duties such as vacuuming, Swinburne University Sport & Recreation bus checks or other errands, where there always has to be one staff member on desk and the other running errands. During this time, the person finishing the shift can update the new staff member on what tasks are to be completed for the day as well as update the next person to the day's occurrences.
- If there is data to be completed on the computer, one person should be on the desk while the other finishes entering the data.

## DUTIES

*If you are on Reception some of your duties may include (but not limited to) the following:*

- Deal with and assist current members on a day to day basis
- Handle membership enquiries
- Sign up new members
- Arrange bookings (assessments, courts & rooms)
- Answer incoming calls in a professional and timely manor
- Respond to email enquiries
- Assist with banking
- Daily cleaning
- A customer service check list is to be completed throughout each shift

*If you are in the gym some of your duties may include (but not limited to) the following:*

- Fitness assessments
- Assisting members with personalised training programs
- Equipment maintenance
- Regular daily cleaning of all equipment (especially cardio)
- Respond to health and fitness enquiries from patrons
- Undertake weekly OH&S audits
- Implement and monitor OH&S standards
- Maintain a clean and tidy gym floor (especially making sure all weights are put away)
- A gym check list is to be completed throughout each shift

## UNIFORM

Students are expected to be in full uniform when on rotations and promotional days where you are representing Swinergy.

Your uniform consist of

- Swinergy polo (this will be provided to you)
- Swinergy baseball hat – optional (this will be provided to you)
- Black pants or black shorts (no pants or shorts with bright colours)
- Runners (no thongs or boots)
- Always make sure your uniform is clean & ironed

*Note: Please wear a plain white t-shirt until you receive your Swinergy polo.*

## MEMBERSHIPS & PRICING

Swinergy offer a variety of membership packages to members. You will need to familiarise yourself with the centre price list and information on the following pages.

**When selling a membership follow the steps below to assist you.**

1. When a person wants to take out a membership ask if they have been a member at Swinergy before.
2. If the answer is YES look them up on centaman.
3. Look to see when their last visit was. If it's been more then 3 months you will need to book them in for a fitness assessment prior to signing the member up.
4. If they are a new member they automatically need to be booked in for a fitness assessment

5. Give the perspective/returning member a membership form and fitness information sheet, ask the member to bring the form back when they attend their assessment. Sign up and payment will be done once the assessment has been completed.
6. Always make sure a member reads all terms and conditions on the back of the membership and signs the membership form. Unsigned forms will not be processed.
7. Memberships are non refundable. This is clearly stated in the terms and conditions. A refund will only be given if a member sustains an injury and can no longer use the gym. However a medical certificate is required to end the membership.

## Membership Prices

Items with a \* Will incur a \$10.00 set up fee (fortnightly deductions)

### Students

\* Direct Debit

\* Direct Debit

DURATION	GYM ONLY	GYM PLUS	H&F CLASSES	GYM or CLASSES	GYM PLUS
12 Month	\$280.00	\$340.50	\$280.00	\$11.20	\$13.60
11 Month	\$271.50	\$331.50	\$271.50	\$11.80	\$14.41
10 Month	\$266.00	\$321.00	\$266.00	\$12.67	\$15.29
9 Month	\$252.00	\$307.00	\$252.00	\$13.26	\$16.16
8 Month	\$245.00	\$295.00	\$245.00	\$14.41	\$17.35
7 Month	\$232.00	\$282.00	\$232.00	\$15.47	\$18.80
6 Month	\$206.00	\$251.00	\$206.00	\$15.85	\$19.31
5 Month	\$186.00	\$231.00	\$186.00	\$18.60	\$23.10
4 Month	\$160.00	\$195.00	\$160.00	\$20.00	\$24.38
3 Month	\$134.00	\$169.00	\$134.00	\$22.33	\$28.17
2 Month	\$94.00	\$129.00	\$94.00	\$23.50	\$32.25
1 Month	\$60.00	\$95.00	\$60.00	\$30.00	\$47.50

**Staff/Past Students**

\* Direct Debit

\* Direct Debit

DURATION	GYM ONLY	GYM PLUS	H&F CLASSES	GYM or CLASSES	GYM PLUS
12 Month	\$ 384.00	\$444.00	\$ 384.00	\$ 15.36	\$ 17.76
11 Month	\$ 377.00	\$ 437.00	\$ 377.00	\$ 16.39	\$ 19.00
10 Month	\$ 371.00	\$ 426.00	\$ 371.00	\$ 17.67	\$ 20.29
9 Month	\$ 358.00	\$ 413.00	\$ 358.00	\$ 18.84	\$ 21.74
8 Month	\$ 351.00	\$ 401.00	\$ 351.00	\$ 20.65	\$ 23.59
7 Month	\$ 338.00	\$ 388.00	\$ 338.00	\$ 22.53	\$ 25.87
6 Month	\$ 258.00	\$ 303.00	\$ 258.00	\$ 19.85	\$ 23.31
5 Month	\$ 239.00	\$ 284.00	\$ 239.00	\$ 23.90	\$ 28.40
4 Month	\$ 213.00	\$ 248.00	\$ 213.00	\$ 26.63	\$ 31.00
3 Month	\$ 186.00	\$ 221.00	\$ 186.00	\$ 31.00	\$ 36.83
2 Month	\$ 126.00	\$ 161.00	\$ 126.00	\$ 31.50	\$ 40.25
1 Month	\$ 94.00	\$ 129.00	\$ 94.00	\$ 47.00	\$ 64.50

**FITNESS CLASS PASS**

<b>11 Weeks</b>	\$ 80.00 (Members only)
<b>22 Weeks</b>	\$ 144.00 (Members only)

**FACILITY ACCESS MEMBERSHIP**

<b>Staff</b>	\$ 50.00 ½ yr \$ 50.00 (1yr)
<b>Students</b>	\$ 45.00 ½ yr \$ 75.00 (1yr)

<b><u>Fitballs</u></b>	\$ 40.00 ( 55cm)
	\$ 45.00 ( 45cm)

**MEMBERSHIPS EXPLAINED**
**GYM ONLY**

Access to the Swinery Gym only

**H+F CLASSES**

Membership for Fitness classes only.

**GYM PLUS**

Access to the Swinery Gym and ALL fitness classes. (Unlimited class access)

**CASUAL FITNESS CLASSES**

\$ 8.00 (Swinburne only)
\$ 9.00 (non Swinburne)

**SQUASH COURT HIRE**

\$ 5.00 per ½ hour (6:30am - 5:00pm)
\$ 7.00 per ½ hour (5:00pm - 9:30pm)

**SQUASH RACQUET HIRE**

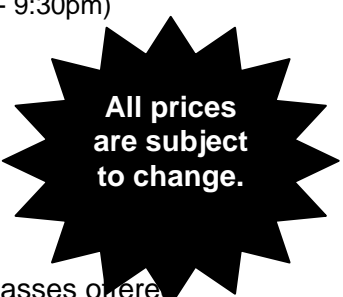
\$ 3.50

**SQUASH BALL**

\$ 3.50

**Towel Hire**

\$ 2.50



**All prices are subject to change.**

**11 PASS H+F**

11 pass Membership to fitness classes offered Monday - Thursday.

**22 PASS H+F**

12 Pass Membership to Fitness Classes offered Monday - Thursday.

**FACILITY ACCESS MEMBERSHIP**

Use of our showers and change rooms to freshen up if you ride to work.

**PAYMENT OPTIONS**

**Upfront**

One off payment of the full membership amount upon sign up.

**Salary Sacrifice**

Available to Swinburne staff only. Applications for Salary Sacrifice must be received by 5pm February 15<sup>th</sup> 2007

**Direct Debit**

Available for Gym only, Gym plus, and H+ F classes.

All payments are debited for the client's allocated bank account on a fortnightly payment.

\$10 set up fee for Direct Debits first payment.

- All of our Memberships are only valid till December. Members may only join for existing duration of months in that year.
- Members may only join on a monthly membership, NO casual visits.

**HOURS OF OPERATION**

Day	Open	Close	
Monday	6:30am	9:30pm	<b>The centre is closed public holidays</b>
Tuesday	6:30am	9:30pm	
Wednesday	6:30am	9:30pm	
Thursday	6:30am	9:30pm	
Friday	6:30am	8:00pm	
Saturday	12:00pm	5:00pm	
Sunday	Closed		

## CUSTOMER SERVICE ETIQUETTE

Customer Service staff provide the public face of the Recreation Centre and the Association. Staff are responsible for booking the membership programs and dealing with day to day issues of the Centre. Customer Service staff are involved in regular training to improve their level of customer service and professionalism. Customer Service staff are key players in the marketing of the Centres activities and facilities. Collaboratively they assist with:

- Communication between staff and customers
- Display systems for brochures
- Production of standardised formats for promotional material
- A personalised approach to selling services and programs

Customer Service is the first point of contact for students and staff when they enter the building. As first impressions are so important, it is crucial to appear professional and unified. Therefore, there is to be no eating or chewing while on reception, as this does not support the professional image we want to portray. All staff are to be in correct full uniform.

## CENTAMAN

CENTAMAN Advantage is Swinergys chosen Centre Management system. CENTAMAN is used for Point of Sale (POS), Bookings, Membership Management, Turnstile Management and Stock and Inventory control, to name a few.

All students will be trained to efficiently operate CENTAMAN, as it is used on a daily basis and plays an integral part to the running of the centre.

## TELEPHONES

### ANSWERING INCOMING CALLS

- The telephone needs to be answered within three rings. Staff are expected to answer the phone as “Good Morning/Afternoon/Evening, Swinburne Sport, this is *(your name)*”.

### CALLS ON HOLD

- If you need to put the call on hold, answer the phone as “Good Morning/Afternoon/Evening, Swinburne Sport, do you mind holding?” Wait for the customer’s response then press **‘HOLD’** on the phone. The hold button is located in the bottom left corner of the phone.
- When returning to the call say “Thanks for holding, this is *(your name)*.”

### TRANSFERRING CALLS

- To transfer to internal phone press **‘TRANS’** and select the relevant number then press **TRANS’** again old down for a few seconds until you see the recipients number on the screen along with 2 arrows showing the phone call has transferred.

### TAKING MESSAGES

- Messages are emailed to Coordinators. To email messages open GroupWise on the Novell computer go to inbox and hold down CTRL +SHIFT+P this will bring us the phone message details box. Fill in all fields ensure you get the correct phone number. However, if the email system is down messages are to be written in the communication book for the next staff member to email as soon as the computers are back on line.

***Please refer to the Cisco 7960 and Topcall voicemail Quick reference guide for guidelines on how to set up the telephones.***

### **EXAMPLE OF A VOICE MESSAGE**

Thank you for calling Swinburne University Sport and Recreation. Please leave a detailed message including your name and phone number and we will return your call as soon as possible. Thank you.

### **PERSONAL CALLS**

When you are rostered on at Reception please do not use the phones for personal use. Swinergy is a business operation and students should not be seen making personal phone calls while on reception. Should you need to make a personal call please use the centre operations office or gym office to do this.

## **OCCUPATIONAL HEALTH & SAFETY**

### **PATRON FIRST AID AND INCIDENT REPORTS**

All incidents/accidents involving the public must be recorded. In the case of patron's injuring themselves, a **First Aid Record form** MUST be filled out and signed by the injured person. If they are proceeding to a Medical Centre or Hospital ensure they are given a copy of the first aid report to hand on to the attending Doctor. If the injury was severe, please ensure all relevant details are forwarded to the Operations Coordinator for follow up with a phone call the following day or when appropriate.

### **STAFF REQUIRING FIRST AID**

Staff are required to report ALL injuries sustained whilst working at Swinburne University. In the event that a staff member has been injured at work the following steps must be taken:

- Report it to a senior staff member immediately.
- If a casual staff member is injured Michelle Thompson from skilled needs to be contacted ASAP to provide the necessary paperwork.

### **OCCUPATIONAL HEALTH AND SAFETY AUDIT**

- A weekly Occupational Health and Safety audit is to be undertaken throughout the centre.
- Delegated staff are required to complete the SWINERGY – Health & Safety Weekly Audit sheet which covers all areas of the centre. This sheet can be found on the G drive or obtained from Bronwyn.
- Once completed, this form is then given to Bronwyn to follow up on OH&S issue with Swinburne's facilities and service group. ( an example of this form is shown on the following page

### **OCCUPATIONAL HEALTH AND SAFETY ISSUES**

#### **OH&S IS A VERY IMPORTANT PART OF OUR OPERATIONS PLEASE REMEMBER:**

- If you see a hazard anywhere within the centre the first course of action is to eliminate it. If you are unable to eliminate it, then you must control it with appropriate signage, barriers etc.
- Once you have controlled the hazard ensure you report it to the Operations Coordinator, who can then log a work request with maintenance. If the coordinator is not available and the hazard is of urgency you can verbally report it to maintenance by calling 8999

**EMERGENCY AND EVACUATION PROCEDURES**

*For Any Emergency Situation at Hawthorn*


1. **Contact Security on Ext 3333 or 8776 if Security does not answer the call, ring direct to Fire/Police/Ambulance – Dial '0' for line, then '000'**  
Give the following Details to the person you are speaking with:
  - Your name
  - Location of the incident
  - Type and extent of the incident
  - If anyone is injured or needs help
2. **Assist** persons in immediate danger, but only if it is safe to do so (do not put yourself in danger)
3. **Deactivate** entry / exits gates in reception area
4. **Restrict** the area i.e. close doors – DO NOT LOCK, delegate people to restrict access at these points if necessary
5. **Assist** people who have a disability. Move person(s) into a safe area and notify Security of their location. Security will inform Emergency Services
6. **Check** the area to ensure total evacuation of persons
7. **Do not** argue with anybody who refuses to leave the building. Advise them they should evacuate. If they do not evacuate report them to Security.
8. **Evacuate** the building via your nearest safest EXIT
9. **Move** to your assembly area – William St Gardens
10. **Remain** at the assembly area until the all clear is Given by Security or the Fire Brigade.
11. **Report** any special observations to your warden or Security. This will assist Emergency Services.

## GYM RULES

- A fitness instructor is to be in the gym at all times unless dealing with an assessment. The instructors are usually on during the week from 6.30am until about 9.30pm Monday through to Friday, and 12.00 to 5.00pm Saturday
- No jeans are to be worn in the gym to protect the equipment.
- Gym shoes are to be worn. Open toe shoes are not acceptable.
- Gym members must bring a towel to protect equipment and for their own hygiene. If members forget their towel, they can hire on from us at \$2.50. We will launder these and have them ready to hire.
- Cleaning (including vacuuming) is to be done by the instructor on a regular basis.
- Weights are to be put away, and if the instructor could encourage the members to put their own weights away, that would be helpful.
- Only Swinergy members are allowed to use the gym. All other people are not accepted.
- Any faulty equipment must be reported and a yellow “defective” tag placed on the machine to prevent further tampering and immediate action to repair.

## FITNESS CLASSES

Swinergy offer the following fitness classes

	Mon	Tues	Wed	Thurs
12:30pm	Yoga	Pilates	Spinning	Fitball
5:30pm	Spinning	Fitness Kickboxing	Iyengar Yoga	Pilates

### Spinning

#### Duration: 45 mins aprox

An indoor fun, athletic and cardiovascular workout, spinning kills calories in record time - up to 900 calories in a single class! It's a team cycling experience that incorporates the best of biking choreography and motivational coaching techniques

### Yoga

#### Duration: 60 mins aprox

A combination of different styles of yoga, this class incorporates gentle exercise, breath control and meditation. Yoga promotes various health benefits such as alleviation of high blood

### Fitball

#### Duration: 45 mins aprox

Fitball is a total body workout without any high impact moves, which is ideal for all fitness levels and ages. This class focuses on toning the legs, abdominals and upper body using dumbbells and Swiss balls for balance.

### Pilates

#### Duration: 60 mins aprox

Pilates is a system of exercises designed to isolate and condition the major muscle groups in a manner which both strengthens and relaxes each muscle. Combined with

pressure, improved posture and circulation, and a sense of wellbeing. It is also a growing trend for the management of stress. Yoga is suitable for anyone, regardless of age or fitness level.

### **Iyengar Yoga**

#### **Duration: 60 mins aprox**

Iyengar yoga is a dynamic form of yoga that can be practiced by anyone. It encourages the use of effort, intelligence, accuracy and commitment qualities that are desirable to everyone.

Emphasis is on the precise postural alignment, coordination, flexibility and strength.

gentle flowing yoga poses and breathing practices, Pilates provides a complete physical workout making you feel stronger, more flexible and in tune with your body, adding fluidity and grace.

### **Fitness Kickboxing**

#### **Duration: 45 mins aprox**

Fitness Kickboxing is a combination of fitness and self-defence. You will have the opportunity to learn and perform a combination of punches, elbow strikes, knee strikes and kicks. This class is non-contact and utilises bags as targets.

- Instructors should arrive AT LEAST 10 minutes prior to commencement of class in order to set up, and are obliged to contact the Swinburne University Sport and Recreation if they are running late.
- At present, there is no minimum quota for a class; so all classes are expected to go ahead unless otherwise notified.
- If a fitness class instructor is unable to take a class, all efforts are required by staff to attempt to find a replacement instructor before declaring the class 'cancelled'. Contact details for instructors are kept in the Reception Updates Folder under "Staff Contacts". If a class is cancelled and there is enough time to do so, customer service can pin up a poster on the fitness class's notice board advising patrons of the cancellation.
- On arrival, instructors need to sign out for the keys to the multi-purpose room and the stereo cabinet via the key registry at the customer service desk
- Customer Service are required to check that ALL fitness class participants receive a pass, which must be collected by the instructor at the beginning of the class, and returned to reception at the end. In doing so, all patrons are to be checked for valid and appropriate membership/payment.
- After their class, instructors are responsible for neatly packing up the stereo equipment, turning off lights and fans, and locking the door to the fitness class's room. If the room is to be used straight after the class, instructors are to be advised NOT to pass the keys on to the next user, as the keys need to be signed back in at reception.
- All fitness instructors need to fill in their timesheet/paysheet at the end of each class. There is a casual staff folder under the front desk where these are kept. It is the responsibility of the instructor to complete these sheets along with the class participation sheet.

## **FITNESS ASSESSMENTS**

- When selling Health & Fitness membership, reception is expected to also book in persons for a fitness assessment and program start. Inform them with who their instructor will be and what to wear on their assessment. It is helpful for the member to wear a t-shirt/shorts with gym shoes and to bring a towel.
- The member is to report on the day of their appointment to the customer service desk and is asked to wait for their instructor on the couch. At this time customer service should inform the instructor that their appointment is here.

- It is a mandatory requirement that all new members receive a fitness assessment even if they have been a member of another gym for a number of years prior to joining Swinburne. Members who rejoin after a lapsed period of attendance are also expected to complete a fitness assessment.
- The assessment involves a mandatory health assessment questionnaire, blood pressure check. Optional weight, skin folds, girth measurements, strength test and approx. a 9 minute bike test to test their VO2 are all optional tests.
- It is anticipated that fitness assessments will take between 30-45 minutes. Those who are not familiar with the assessment format are to be advised **not** to do a work out, smoke, have a drink including caffeine, or do anything else that is likely to increase their heart rate.
- When booking persons in for a fitness assessment please make patrons aware that if they cannot attend their scheduled appointment time and want to cancel, that they need to ring or come into the centre to let us know. There is no penalty for missing an appointment – just frustrated gym staff.
- People who arrive LATE (more than 15 minutes after their scheduled appointment time) will have to reschedule due to time constraints, particularly if there is a fitness assessment or program start to follow – Check with the instructor first.
- Book the member into Centaman. Include their name and phone number. Also block out the gym program space at the same time.
- After completion of their assessment, health and fitness members are to make an appointment for a gym program if they did not have time to include it. It would be helpful to set their appointment as soon as possible. Try to encourage this as it helps to make sure members are doing their work out properly.
- Fitness assessments are included in their membership. They should have another assessment from every 3 months onwards all at no charge.

## LOST PROPERTY

- Lost Property is usually either found by staff members when cleaning up or is handed to staff by patrons.
- All lost property is to be signed into the lost property log located under the reception desk. Ensure all required fields are filled in.
- When a patron claims back their lost property they are to sign it out of the log along with the issuing staff member.
- Small Items of lost property e.g.; rings, watches or valuable items are to be placed in the plastic container in the lost property box to ensure safe keeping.
- At the end of each year all items of unclaimed lost property except valuables are to be taken to the Salvation Army bin located in the Wakefield st car park.

## MAIL INTERNAL/EXTERNAL

- Internal mail no. H52
- Collection times 11:00/30am & 3:00/30pm
- Our Postal Address:  
Swinburne University Sport and Recreation  
PO Box 218, Hawthorn 3122

**Handy Hint:** If you are describing to someone how to find us use the following example

### **SR Building, crn John and Wakefield St, Hawthorn campus**

Both internal mail and external mail is delivered to the centre. It arrives in a black folder marked with our Mail no. H52. All incoming mail is to be sorted on arrival into the relevant staff pigeon holes. If unsure of the recipient please ask the Centre Operations Coordinator.

All Outgoing mail is to be clearly labeled and placed in the black folder. Internal Mail needs to go in the Yellow envelopes provided.

## RECYCLING

- There is a recycling bin at reception, which staff are advised to use. The box is to be emptied into the large bin near the stairwell every night.
- One-sided paper should be reused for printing needs but ensure that there are no member details such as names, phone numbers or addresses. These cannot be reused.
- Any paper that contains member details is to be placed in the shredding box for the Customer Service Officer to shred weekly.
- Receipt paper, envelopes and cardboard can all be recycled as well.
- Paper should have staples and sticky tape removed before recycling.
- Cardboard boxes should be dismantled and stored neatly under the stairwell.

## LOCKER KEYS

- Members, gym casuals, staff, or fitness class participants are able to take out a locker key. They must present with a valid student, staff card or any card of important relevance that is placed into the allotted slot. Car Licences are acceptable.
- Lockers are only available for the duration of a members work out
- Once they return the key, their card is given back. The key should not be given for overnight use. If it does come back the following day(s), there is a charge.
- Locker keys are not to leave the Swinburne University Sport of Recreation. Members are NOT to obtain keys if they plan to leave the centre and come back at a later time.
  - A late fee and a lost fee applies – At the end of each day go through the keys and record details of members with un-returned keys on the lost and late returns form in the Diary. Store student cards and endeavour to contact students/members.
  - Broken keys are to be replaced as soon as possible.
  - Lost keys are to be accounted for by the occupant.

## KEY REGISTER

- The key register is currently located on a clipboard on top of staff pigeonholes.
- Club members, staff and short course instructors wanting to use a key must ask all customer service staff for any keys in key box. Please ensure to record which key(s) are taken, the date, the club (name), time out, and an initial given. When they return the key(s), they must sign them back in. Customer Service initialises the sheet to confirm that they are taken or returned. This must be done at ALL times whether it is only for 1 minute or the whole day.
- The key register applies to anyone who borrows any key kept at the Swinburne University Sport and Recreation except:
  - Casual staff doing fitness assessments
  - Members using locker keys
- Those to whom the key register is most relevant are those using the multi-purpose room or the lockers contained therein, namely fitness class instructors, recreation instructors, and club members.
- People borrowing keys need to sign the register with the date and time they are being taken regardless of how long the key is taken for (ie. A club member wants to check their designated locker and bring the key straight back). Customer Service staff need to initial the register to ensure it has been approved. Then, when the keys are returned the register is signed once again by the borrower and the lender.
- Student card needs to be presented for both club use and personal use. Key register also needs to be completed
- If the key(s) are passed over to the next occupant, they must inform customer service for they are still responsible if the key(s) should not be returned.
- Key box must be locked at night and key placed on top of key box.

## EQUIPMENT HIRE

- A “valid” Swinburne University card is required if individual wants to use any equipment such as basketballs, tennis racquets, etc. Place the student card into appropriate slots. We do not hire to Swinburne High students.
- If the individual should lose the equipment, they must pay for it. Talk to the Customer Service Manager in regards to replacement costs
- Please advise students not to kick balls near buildings. Security will confiscate the equipment
- Do not return student card until they have either returned the equipment or paid for lost equipment.
- If equipment gets kicked onto a roof please keep the student card until we can get maintenance to retrieve the ball

## DRINKS

- The customer service officer currently orders drinks on every second Monday. There is a minimum order of six units. Check the storeroom supplies before ordering stock to last for the fortnight. The number is in the stock order folder under ‘Coca-Cola’.
- Drinks are delivered on Wednesdays. Signed invoices should be placed in the finance tray. Drinks should be stacked in the storeroom ASAP so as to not get in the way. Stock should be rotated so old stock is sold first.
- When restocking fridge labels should face the front. Drinks can periodically be brought forward to replace sold stock.
- When restocking please leave coldest drinks at the front.

## NOTICE BOARDS, DISPLAYS AND STANDS

- Boards and stands should be checked at the beginning of each day by customer service (CS) staff.
- Posters that are no longer relevant should be removed, replace old with new or updated information, stands should be restocked, and posters fallen to the floor should be collected.
- CS staff should monitor brochures throughout the day and restock when low. Master copies of centre information can be found in the RED folder in the steel cabinet under the phone.
- Brochures on the front desk should be tidied regularly; be wary of how they are displayed, the wind can easily blow them off.
- Only Drawing pins or Blu Tak are to be used on boards – NO STAPLING
- Clubs are permitted to put information up on the club board (glass cabinet in foyer) as long as they have shown CS staff on duty.
- A brochure run is to be done at 10am each Monday. All administration staff are to have their posters in by the deadline, as the run is done once weekly. During the poster run, remove all redundant posters, and dispose of in the recycling bin at Swinergy.

## SQUASH COURT HIRE

Anyone can hire our squash courts; they do not need to be a student or staff of Swinburne. The price of hiring a squash court varies depending on the time of day. Please see the current price list.

The demand for squash courts usually peaks in the evening; therefore this is the most expensive time to play. Our rates are very reasonable when comparing to local squash court hire.

## RUBBISH BINS

- Rubbish bins need to be emptied **EVERY** day.
- Currently there are 2 bins at reception, 1 in clubs room, which require emptying; the main bin is located at the front desk.
- The person “closing” is responsible for emptying all the bins at reception. The smaller bins need to be emptied into the larger bin, which is then left outside the reception area near the couch.
- All other bins in the centre, including squash court 4 and the cleaners empty upstairs each morning.

## YOUR REWARD

What do you get out of all this?

As a student in our Sport, Recreation and Fitness courses you have the opportunity to work in a live sport and fitness environment, which will give you valuable experience in areas like:

- Customer Service
- Marketing and Promotion
- Developing Training Programs
- Facility Management
- Undertaking Fitness Assessments
- Event Coordination
- Occupational Health and Safety
- And lot's more...

Students who excel when working in an environment of this type maybe be offered casual employment opportunities in customer service and fitness instruction during their studies and on completion of their course. We currently have around 7 past students working with us in the areas of facility management, marketing, and personal training.

## Work Log

Please complete this work log each shift.

Date	Start Time	End Time	Duties
/ /2007	:	:	

Date	Start Time	End Time	Duties
/ /2007	:	:	

Date	Start Time	End Time	Duties
/ /2007	:	:	

Date	Start Time	End Time	Duties
/ /2007	:	:	

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/ /2007	:	:	

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Date	Start Time	End Time	Duties
/ /2007	:	:	

Date	Start Time	End Time	Duties
/ /2007	:	:	

## Student Agreement

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**All students must complete this section and see the Centre Operations Coordinator to make a copy for our records.**

I \_\_\_\_\_ have read and fully understand the information outlined in this document and understand what is expected from me as a representative of Swinergy. I understand the requirements and responsibilities I must undertake and meet while training in a commercial enterprise.

Signature \_\_\_\_\_ Date \_\_\_\_ \ \_\_\_\_ \ \_\_\_\_  
Student

Signature \_\_\_\_\_ Date \_\_\_\_ \ \_\_\_\_ \ \_\_\_\_  
Centre Operations Coordinator