

Non-TAC Private Personal Training

“The Way it Works”

To: All TAC Staff

From: Network Director of Personal Training

Date: January 26th, 2018

The purpose of this TWIW is to help our staff recognize and approach Non-TAC private personal trainers. It is against TAC policy for any member, guest or staff member to offer personal training services if they are not a current employee of the personal training department. It is imperative that the leadership team is aligned in its response to private training across the network.

How do I know?

- TAC Personal Trainers will always have a black or grey shirt with PERSONAL TRAINER across the back. You may also see them wearing light blue or grey shirt with COACH across the back. TAC Personal trainers will always have on a nametag.
- Non-TAC Personal Trainers will most often be wearing athletic clothing. At times, they have been observed wearing street clothing.
- Non-TAC Personal Trainers will most often be observed spotting the client, correcting their form, taking notes, leading client to and from equipment, and demonstrating exercises.

What should I do?

The Personal Training Manager should be contacted first. If they are not available, notify a manager right away. Follow the steps below for approaching a private trainer.

1. Are you certain? Observe the session for a few minutes and look for the actions listed above.
2. Don't interrupt the workout. Wait until the private trainer is finished with the session or leaving the club. It is best that the client is not included in this conversation.
3. Find another manager or lead. This conversation is best held with another manager or lead present.
4. Introduce yourself and use the 3F's (Firm, Fair, and Friendly). Hello, my name is ____ and I am Manager of the ____ department. What is your name? It is nice to meet you. You've been observed private training and I wanted to let you know that The Alaska Club does not allow private training for liability purposes.
5. What if they say they aren't training? You will most likely hear something along the lines of "Oh! I'm not training I was just working out with my friend"
6. Repeat. Okay, it does appear that you are private training and The Alaska Club only allows training by our Personal Training staff for liability reasons. If you are observed in this way again, your membership could be revoked.
7. Take notes. It is important that you enter notes in CSI for the member and inform the Personal Training Manager of the conversation.

If a member has any questions or concerns with this policy, please refer them to call or email the Network Director of Personal Training.