

New Member Temporary Card

“The Way it Works”

Date: March 24, 2010

To: Executive Staff, Management Staff, Sales, Juneau & Fairbanks

From: Marketing

What we are doing?

New members will be given New Member Temporary Cards at the point of sale by membership. This pass will replace yellow receipt stickers.

Membership:

1. Provide new member with a New Member Temporary Card at the point of sale.
2. Fill in member name, member number, join date and membership coordinator name.
3. Track New Member Temporary Card on Temporary Card tracking sheet (attached).
4. Inform the new member that the card will allow them access to the club for 7 days. Permanent scan cards must be activated at the front desk within 7 days of their join date and is the responsibility of the member.
5. Bring pass to the front desk and scan into the system.

For additional passes contact Jessica in Marketing at 264-2734 or jmehl@thealaskaclub.com. Tracking sheets must be turned in before new passes are issued.

Front Desk:

New Member Temporary cards are an easy way to identify new members. When presented with a temporary membership card, the front desk should:

1. Greet and welcome the new member to the club. Inquire if they have visited before or if they have questions.
2. Look up member name in CSI. If they are in CSI, issue a permanent scan card. Drop temporary card into till drop.
3. If they are not in CSI, ask them to scan the temporary card and fill out the guest register.
4. Temporary cards expires seven days after join date. Call membership for assistance if presented with an expired Temporary Card. Membership will research the issue.

Do not turn away member's expired cards. Ask a manager to help you research the status of the new member.

Questions?

Contact your General Manager or Denise Brown Robinson at 264-2739.



THE ALASKA CLUB
FAIRBANKS



THE ALASKA CLUB



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New Member Temporary Card



THE ALASKA CLUB

New Member Temporary Card

Name: _____

Member Number: _____

Join Date: _____

Membership Coordinator: _____

Congratulations, your membership starts today!

This card allows use of the facility for 7 days after joining.

Permanent scan card must be activated at the Front Desk within 7 days of join date.

Photo ID required and a picture will be taken to activate your scan card.

The Alaska Club Network

ANCHORAGE

North - 700 Bragaw Street - 278-3621

South - 10931 O'Malley Centre Drive - 344-6567

Summit - 11001 O'Malley Centre Dr. Ste. 103 - 365-7300

East - 5201 East Tudor Road - 337-9550

West - 1400 West Northern Lights Blvd. - 264-2720

For Women - 1450 West Northern Lights Blvd. - 264-2700

Downtown - 701 West 8th Avenue, Suite 100 - 274-4232

Midtown - 630 East Tudor Road - 562-2460

Express Jewel Lake - 3841 West Dimond Blvd. - 245-2223

Express Muldoon - 7731 E. Northern Lights Blvd. - 245-2223

EAGLE RIVER - 12001 Business Blvd. - 694-6677

WASILLA

Valley - 1720 East Parks Highway - 376-3300

PALMER

Express - 535 West Evergreen Avenue - 745-6677

FAIRBANKS

South - 747 Old Richardson Highway - 452-6801

North - 150 Eagle Avenue - 456-1914

Express - 575 Riverstone Way, Unit 3 - 452-3777

JUNEAU

Valley - 2841 Riverside Drive - 789-2181

Downtown - 641 West Willoughby Avenue - 586-5773

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