THE ALASKA CLUB

THE STATEWIDE MEMBER SUPPORT DESK
CORE MANUAL
2022

THE WAY fitness SHOULD BE

THEALASKACLUB.COM

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BE

Be ready. Be in uniform. Be on time. Be aware. Be knowledgeable

You are expected to be in dress code before your shift with your name tag on. Being in proper uniform sets the tone for your shift. Looking the part helps the members know….

Be on time. Know when you are schedule and be in place at your scheduled time.

Be aware of how our members see you.

Be knowledgeable. Know our programs and systems

ENGAGE

Smile. It takes only a moment to make eye contact, smile and welcome a member in – even when you are busy.

GREET

This can not be stressed enough. A member is to be greeted every time by everybody.

RECOGNIZE

Learn names and habits. Start by introducing yourself to a member or a new member.

Yes you are Wearing a name tag, but actually introduce yourself.

For example: You are at the desk. You are a new employee and 1st time alone on your shift. Hi. I'm … This is my 1st day. I am very excited to be here. You are….?

Strike up a conversation. Ask what they are working on today. Get to know their habits. Do they tan? Take the noon spin class or the 5:30 group power?

EXPECTATIONS

Know is expected. How to handle a situation is extremely important when dealing with a member.

ATTITUDE

Having the right service attitude makes the world of difference. You are here to serve but not just to serve.

TEAM

There are many players who make up The Alaska Club team. Each player holds an essential role in the member experience. Individuals working together toward a common goal can accomplish great things

CUSTOMER

SERVICE

B.E. G.R.E.A.T.

I. Customer Service

The Goal: This section of our manual is to help equip you to be effective in your Customer Service, whether in person, on the phone or in the process of handling a member concern. Think of yourself as the "Club Host" or "Hostess;" just as we welcome and care about some one visiting us at our home, we also strive to show that same care to those visiting our Club The positive way in which we handle our customers will then reflect upon our entire organization; it is even written into our Vision Statement: "…providing exceptional service and committed to enhancing lives of Alaskans."

A. The Greeting: As the Club Greeter you have the opportunity to:

1. Set the tone for the Member's visit, greatly impacting the experience they will have while visiting our facility.
2. Convey a caring message. Recognize each member's individual importance & needs.

With this in mind, keep the professional tools outlined in this section in your customer service tool box and you will always be ready to give a winning greeting. Stand alert, make eye contact, smile and greet every member with a welcome that is warm, sincere and outgoing. Use names when you can (from memory or using the check-in computer); here are some examples:

"Hello, how are you today?"
"Sue, it is great to see you back at the Club!"
"Hi Steve, will you be doing your weights today?"
"Hello, have a super work-out today!"

B. The Good-Bye and Compliment: The same opportunity presents itself when a member is leaving. Just as we greet each and every member when they arrive, we also give them a "good-bye;" here are some examples:

> "Good-bye – and thanks for coming in today!"
> "Will we see you tomorrow?"
> "See you next time, Sue!"
> "Bye, Steve, it was great to see you!"
> "How was your work-out today, Mary?"
> "Good-bye, have a great day!"

Compliments can also work as effective greetings; for example:

> "Maria, I saw you on the treadmill today; you were really getting a great workout!"
> "Jim, isn't this your second Kick-Boxing class this week? That is awesome!"
> "Hey, great job in getting in and getting your workout today."

Do not be discouraged if you do not receive a warm response; the person may be distracted by other events in their day, or, they may be shy and it will take them awhile to comfortably speak back—the reasons could be many. Stay your course and be friendly and outgoing to each and every visitor. Everyone appreciates a little recognition. It is a fun and very important aspect of your job with The Alaska Club.

C. Phone Etiquette: There is proper etiquette for telephone conversations. A person's first impression of you or The Alaska Club may be from a phone conversation; therefore, it is important to follow the conventions of proper telephone etiquette. For example, smile when you talk. You can hear a smile. A cheerful disposition on your end of the telephone line will set a positive tone and may help to diffuse a potentially angry caller who may have a complaint. Following are some other important pointers:

1. Telephone is answered within 3 rings.

2. Phone voice is friendly and upbeat. Callers can recognize a bored tone. This is discourteous and gives a poor image of you and the Club.

3. Answer saying, "Thank you for calling The Alaska Club (location), this is _________, how may I help you?"

4. Give your whole attention to the caller—the customer. Set aside whatever you are doing and focus on what the caller is saying, and be prepared (with pen & paper close at hand) to receive any information the first time it is given to you.

5. For holds or transfers, always ask the caller, "May I place you on hold for a moment, please?" and wait for a response prior to placing the person on hold, or transferring the call. Callers should not be on hold longer than 30-seconds. When picking up a call on hold, always remember to thank the caller for holding.

6. State what is going to occur: "I am going to transfer you to Sue now."

7. If you are certain an employee receiving a call is away from their desk, give the caller a choice to leave a voicemail message stating, "Maria is unavailable at this time, however, I would be happy to connect you to her voicemail if you would like?"

8. Always be affirmative and helpful; avoid saying the following:

    a. "I don't know." Instead say, "Can you please hold while I get you that information," or "Can you please hold while I transfer you to Membership, they can help answer your question."

    b. Also avoid saying, "No." It sounds as though you are not going to help. Find a way to state the situation positively. Instead of, "You'll have to," say, "you will need to," or, "here's how we can help you." Instead of, "I/we can't do that," say "this is what I can do…"

While on the phone, continue giving eye contact and smiles to those approaching the front desk, standing erect and facing forward. If you are assisting a member when the phone rings, excuse yourself politely, answer the phone and place the caller on hold. Finish helping the member who is present at the Front Desk. If possible, solicit help with the caller from another team member, ensuring the "on hold" standard is met.

Hang up last—it is important to be sure that you never hang up on a caller accidentally.

Additional pointers: Try to be alert and positive for each caller. Do not let a prior phone call carry over and affect the next incoming call. Try to interject positive words into your responses, such as, "Yes;" "Ok;" "Good;" or "That's great." Do not let what is happening at the Front Desk affect your phone conversation. Make the other person feel important; use their name, show concern and view the situation from their perspective. At all costs, avoid sounding abrupt. (Example: "I can't hear you." Instead try, "I am very sorry, I am experiencing difficulty hearing everything you are saying, could you please repeat that?") Never tell a caller why a person is unavailable. (Example: "Sue is in the bathroom," or "Joe is running errands right now.") And try to close your phone conversation with a warm, "Thank You" or "Good-Bye."

D. MEMBERSHIP Inquires: Throughout a typical day there are many people contacting The Alaska Club through the front desk to receive information on membership. Current members who have questions about their membership should be directed to the Info Kiosk. It is policy to let our membership department disseminate all information to prospective members. Under no circumstance should front desk staff ever give information such as price, membership length, terms, etc. Tours of the facilities by non-Membership Department staff is prohibited, unless authorized by the Operations Manager or the General Manager. All prospective member inquiries are to be directed to the Membership Department.

A. Phone Calls

When receiving a prospective member phone call, use the phone script below when transferring the call:

"Are you calling about an existing membership or a new membership?" After they answer say, "Please let me transfer you to our membership department. In case the Membership Department is unavailable, could I please get your name and telephone number so that we may have them call you right back?" Then thank them and transfer the call and put the prospective member's information, along with the date and time called, in the Membership Department in-box. Make sure you record the information on the incoming calls for the membership log.

B. Walk-ins

All incoming prospective members must fill out The Alaska Club Digital Guest Waiver. When a prospective member walks in to the front desk area to inquire about a membership follow these steps:

1. Fill out guest register.
2. Let the prospective member know that membership will be out to speak with them shortly.

E. Assisting Members: The Front Desk is the informational hub of each facility. Members will more often than not come to the front desk or call the front desk whenever they are in search of information. Each front desk employee should be well versed in what the facilities have to offer and what is happening within your own facility. This should include special promotions, policies, group fitness classes, etc.

If you do not know the answer to a member's question you should always take the extra step to find out the information from one of the many resources you have available to you. Remember to be positive and tell the member, "I'm not sure, but I'm sure I can find that information for you." You should never say "I don't know" and then stop trying to help the member. By using the following re sources, you should be able to find most information regarding your club:

1. **Member Newsletters / Flyers** – Most temporary or special deals will be advertised through the member newsletter and through posters and flyers throughout the facilities. If a member asks about special programming, a special pro shop deal or some other type of special that you are unsure of ask them, "I'm not sure about that. Have you checked this month's member newsletter or checked the bulletin boards?" If they say no, show them a copy of the newsletter or the bulletin board and HELP THEM find the information Do not simply send them elsewhere because they will not come back for help if the information is not there. If they have looked in these areas already you should use one of your other resources listed in this section.
2. **Informational Brochures** – The Alaska Club provides many brochures for members that outline all of our offerings such as Group Fitness Classes, Swim Lessons, Tennis, the ExpressWay, Youth Fitness Policies, and much more. If you are unsure about what other facilities offer you can find out a lot by looking throughout a brochure. When offering a brochure to a member make sure to show the member where the information they requested is in the brochure. Do not simply hand them a brochure and wish them luck!
3. **Member Handbook** – the member handbook should be referred to for all policy questions you are unsure of. Each Front Desk should have a copy for employees to refer to and the copy should be tabbed for easy and quick access to topics. For any policy questions that are not outlined in the Member handbook please consult with your manager or the Operations Manager. If neither are available please call another facility and speak to someone who can answer the member's question correctly.
4. **Communication Books** – Important information can be found daily by looking at your Communication Book. Memos are written to make sure that you are informed on what is happening in your facility and in The Alaska Club Network. The Communication Book should be read close to the beginning of each shift and initialed so that your manager knows you have read it.
5. **Employees** – Never be afraid to ask another employee a question about anything! Many employees have been here for years and are invaluable resources on many things at different facilities. Never give up on answering a member question before you have spoken to other employees.

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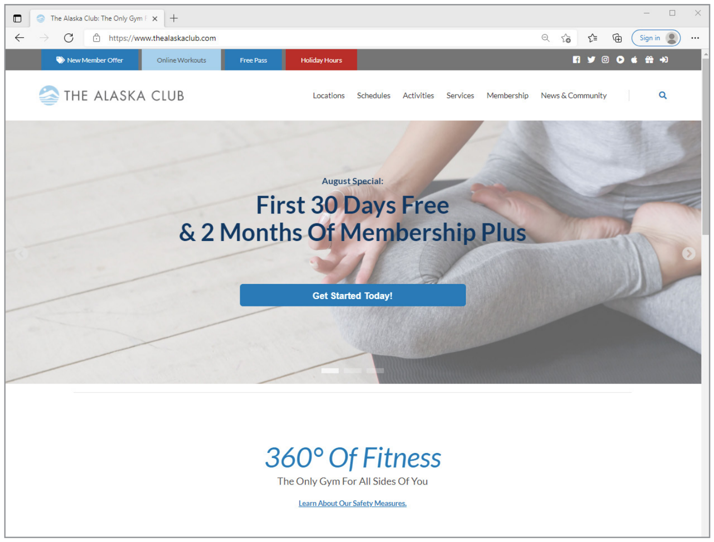
5. Employees – Never be afraid to ask another employee a question about anything! Many employees have been here for years and are invaluable resources on many things at different facilities. Never give up on answering a member question before you have spoken to other employees.

6. Info Kiosk – The info kiosk should have information updated in real time to answer many of current members' questions.

F. myTACnet & www.thealaskaclub.com:

A. The Alaska Club's website - www.thealaskaclub.com, features:
Specific information about all 14 locations (hours, facility info, etc.)

- Contact information
- a "My Account" link where members can access their account information
- Hours
- Job Openings & employment application
- Member Handbook
- Member referral information
- Newsletters for all 3 areas: Anchorage, Fairbanks and Juneau
- Racquetball & Tennis info
- Services: Fitness, Massage, Salon, Tanning
- Youth & Family - Kids' Club hours & info

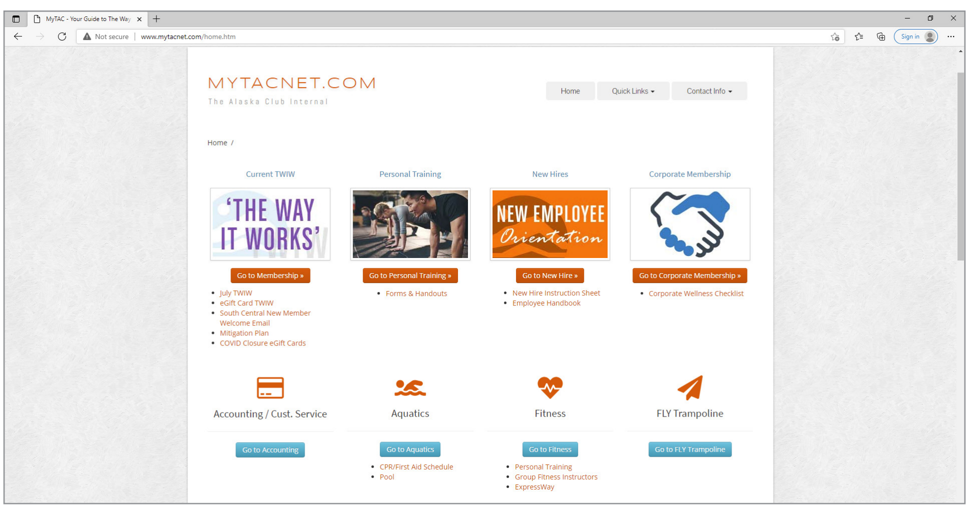


www.thealaskaclub.com

B. myTACnet - myTACnet is our employee intranet. It can be reached from any web browser within The Alaska Club network.

1) Follow this link with your web browser: www.mytacnet.com

2) Once you see the MyTAC home page, add it to your favorites/bookmarks by pressing CTRL-D.



www.mytacnet.com

myTACnet features:
- Today's Info
- Company Phone List
- Regular & Holiday Hours
- Calendar of Events

Department pages:
- Accounting
- Fitness
- Group Fitness Instructors
- Member Support Desk
- Kids' Club
- Marketing
- Membership
- Corporate Memberships
- Personnel
- Pool-Aquatics
- Racquet Sports
- Safety - MSDS

Here are just a few things you can get from myTACnet:
- 401K Info
- Anchorage Aces membership list
- AllState Information & Forms
- Cash Register Balance Sheet
- Commission Sheets
- CPR-First Aid Class Schedule
- Guest Registers
- Incident Report
- Marketing Request
- Membership "TWIW" packets
- Mileage Sheet
- Monthly Special Inserts
- Out of Order Signs
- Outdoor Signage
- Tracking Sheets
- Wet Paint Signs

Online Forms:
- Marketing Requests
- New Hire & Business
- Card Requests (for managers)
- Schedules
- Services

G. Handling Complaints: All team members of The Alaska Club should be prepared to receive concerns, suggestions, ideas and complaints from Club Members. To have someone feel comfortable enough with you to share their candid feedback is really a compliment to you. They are entrusting you with a matter of importance and concern to them and, in return, deserve your respect.

1. E.A.R. Work through these situations by employing the following:

Empathize with the caller. "I understand..."
Apologize and acknowledge the problem. "I'm sorry that..."
Responsibility—Accept responsibility, indicating you will do something.
"What I can do is..."

Empathize with the Member. "I understand" is a very powerful statement.

Apologize & acknowledge the problem. You do not have to agree with the Member, but express regret that there is a problem. People want to be heard and no complaint should be viewed as trivial. Each deserves prompt handling.

Accept **responsibility**. Make sure something is done. Take it upon yourself to DO something. Many times this is all that people want: the reassurance that something will be done.
Use these example phrases to get that sentiment across: "How can I help you?" "What can I do for you?" "I'll make sure this information gets to our Fitness Director immediately."
Send an email.

The acceptance of responsibility may be as simple as forwarding a phone call to the appropriate individual, or giving a caller more information. If you do forward an angry caller to someone else on your team, follow up with that person to make sure the caller was taken care of.

2. Other Methods:

a. Restate the problem, offer solutions and alternatives, if appropriate, and be clear in how you will be handling the matter.

b. If you have a note pad and are able to write down what the Member is saying, this can be helpful to you later and conveys seriousness to your response; this may also give you something to hold onto to help you through the conversation.

c. Listen completely to the complaint. Allow the Member to vent some frustration.

d. If the member is present in the Club and you are worried about others being impacted, consider moving off to the side of the front desk.

e. Do not blame anyone—the Member, yourself or anyone else on the team. Even if you know who is to blame for a problem. This information should not be shared with a caller or a Club Member.

f. Avoid saying things like, "that always happens here," or, "I told management about that last week; I don't know why they can't fix that."

If a caller uses foul language, here are suggestions for handling profanity. Politely let the caller or the Member know that you can "handle their problem, but can not handle the swearing." And request respectfully that the swearing stop. In most instances it will. If it does not, suggest the caller or the Member speak with your Manager. No one should have to listen to verbal abuse. Immediately inform your Manager of such instances.

3. Information Request

All members and guests wishing the express a comment related to our facilities or services are encouraged to submit their comment online at **https://www.thealaskaclub.com/web-feedback**. All comments are taken seriously and will be reviewed by management.

Customer Service studies have shown that a customer who is allowed to express their displeasure before leaving a place of business have a much higher chance of returning to that place of business. If they go away angry, they may not return. Your poise and positive attitude will help the Club keep happy, returning customers.

H. Situational Scripts: The Member Support Desk area is the "face" of each Alaska Club facility. Due to this, the Front Desk must be courteous, helpful and professional at all times. To help achieve these goals, The Alaska Club has established mandatory scripts that are to be used at all times when helping members of The Alaska Club. Below is a list of situational scripts that are mandatory to be used as tools while working at the Member Support Desk:

In-Person Greeting: "Hello, how are you today?" (Also see page 1)

Saying Goodbye: "Good bye and thanks for coming in today!" (Also see Page 2)
Phone Greeting: "Thank you for calling The Alaska Club (insert location here). This is (your name). How may I help you?" (Also see Page 3)

Transferring a call: For holds or transfers always ask the caller, "May I place you on hold for a minute, please?" and wait for a response prior to placing the person on hold or transferring the call. Callers should not be on hold for more than 30 seconds.

When picking up a caller on hold say, "Thank you for holding…" Always state what is going to occur, "I am going to transfer you to _________ now" (Also see Page 3)

Taking messages: Always give the caller a choice by saying, "________ is unavailable at this time, how ever, I would be happy to connect you to her voicemail if you would like to leave a message." (Also see Page 3)

Answering a member question: There are many tools that you can use to answer member questions such as brochures, posters, Member newsletters, etc. When answering a question say, "That is a great question. If you have a minute, I would be happy to find the answer for you."

If you cannot find the answer: "If you don't mind, I will need to take your name and phone number and I will have (insert name and job title here) call you with the answer."

Invalid Check-in: "I'm sorry, you may not be aware but your account is coming up as (insert status from page 17 and 18 of the CORE Manual here). If there is no check-in message ask the member if they know why it may be coming up as it is. Often, a member will know that they need to turn in information. If they do not know about it, let the member know that you will have the information for them to correct their account for them by the end of their workout and contact accounting or have your manager contact them.

If there is a message on the account say, "According to our records we need ___________." Once they have provided you the information let them know that we will forward the information to accounting immediately. Send member updates via email to accounting@thealaskaclub.com

Check-In Messages: "I'm sorry, you may not be aware but (insert message here). The message could be anything from needing information for an application to the member being out of kid club visits and the staff is trying to be helpful.

Taking a reservation: "I would be happy to schedule a (insert reservation type here) reservation for you. (Schedule the appointment) Is there anything else I can help you with?"

Membership Phone Calls: "Are you calling about an existing membership or a new membership?" If they're calling about an existing membership try to help them because membership staff only deals with new memberships. If you are unable to help them, give them accounting's contact information or take their name and phone number and e-mail it along with a message to Accounting@thealaskaclub.com.

If they're calling about a new membership, "Please let me transfer you to our membership department. In case the membership department is unavailable, could I please get your name and phone number so I may have them call you right back? (get information) Thank you. I'll transfer you now." (Also see Page 52)

Membership Walk-Ins: "Are you inquiring about an existing membership or a new membership?"

Follow the steps above for an existing membership. If they're inquiring above a new membership, "We have a membership department that can answer all of your questions. If you have a minute, I can get them for you right now." Ask for their first name.

Page the membership department "Membership, I have (insert visitor name) here for membership information and/or a tour." and then say to the visitor, "A membership coordinator will be with you shortly." (Also see Page 52)

I. Cancellation Policy: Alaska Club Membership Agreement, Article VI. Termination of Membership, Section 1. Voluntary Resignation. Member may resign from The Alaska Club by giving 30 days advanced written notice to the Club and paying any dues or other charges which have been incurred. Voluntary resignation shall not be deemed effective until after the expiration or the 30-day notice period and after all required payment shave been made to the Club. Subsequently, to voluntarily resign, the member shall not be subject to any further dues or other charges. Non-use of the Club is not considered notice of cancellation.

If a member inquires or makes comments to you regarding cancellation of their membership...

1. Find a manager in the club to speak with them about our "Back on Track" program in the following order:
    - Operations Manager
    - General Manager
    - Membership Manager

2. If a manager is not available, advise the member "Our manager that handles such requests is not available at this time. To get this process started for you, I can complete the inquiry form on our website."

3. Input member's information on the website form. (Contact Us page)

4. In the Comments section of the website form, type "Sent on the member's behalf via the front desk at (location) Club.

Phone call inquiries - Forward the call to Member Accounting.

SECURITY

SAFETY

II. Security/Safety

A. Facility Access We must diligently check-in each and every person that wishes to enter the premises to ensure a safe and secure environment for our members and guests. Every Alaska Club employee is responsible for preventing thefts from occurring to our members and guests. It has been shown statistically that thefts fall dramatically when identification checks are enforced. A simple thing, such as making eye contact with someone is a powerful theft deterrent.

1. Monitoring the Entrance

a. Members

All members must be checked-in and verified before entering the club.
Take the member's photo if a photo is not already in the computer. ID must be presented before a picture is entered into the database.

b. Sponsored Guests

Member Sponsors must be present at the desk before guests may enter the facility. The guest register must be completely filled out and legible and the guest fee must be rung up under the sponsor's membership account. The name(s) of guest(s) must appear on a copy of the receipt, including cash receipts.

c. New Member Usage

1. New membership accounts are not processed automatically. It usually takes a few days to get the new member into the computer system. When a new member comes to the facility, check to see if they are active in the computer system. If they are active, take their picture and activate their scan card.

2. When a new member wants to use the facility before they are in the computer, they are to show the front desk their valid Alaska Club issued Temporary Membership Card, as well as valid identification. Then, fill out the Guest Register completely before entering the facility.

d. Vendors and other Guests

All vendors and guests must sign in on the visitors log if not already on the guest register for that visit. At no time should vendors be left alone to enter the facility with deliveries. All deliveries should be checked and matched to the packing slip and then left at the front desk until the intended recipient picks it up. If the situation requires the vendor to go beyond the front desk, they must be accompanied by an Alaska Club employee. We are not a place of public business. Our phone and locker rooms are for members and authorized guests only. A common scam is to ask to use the phone or the bath room and then loot through lockers looking for unsecured purses and wallets.

e. Guest Fees

All non-members entering the club must be accompanied by a member or they must have a club pass issued by membership. All guests must speak to a representative of the Membership department.

1. **If accompanied by a member** – guest must pay a one-visit fee.

    Guest Fees:

    The Summit.....$20
    Fitness.....$15
    12-17 years old.....$ 10
    Under 11 years.....$ 4

A guest may visit only twice per month with the exception of those using hotel passes. Children 14 & over may bring only one guest without an adult in attendance.

2. **IHRSA Passport Members:** IHRSA members may use the club without a member sponsor by paying the usual guest fee.

f. IHRSA Guests:

IHRSA Guests must present ID and their club affiliated membership card. The Guest Register must be filled out legibly and the standard rate for all guest fees applies. Put “IHRSA” in the source section of the guest register and make sure to ring them up as IHRSA guests, not as a regular guest.

g. Special Events Spectators

There are special events that will require non-members to enter the club without paying a guest fee or being sponsored by a member. Example events include: racquet sport tournaments, summer camps, activity lessons etc. These activities will not come as a surprise to you. If you have one of these events occurring at your club you will be informed ahead of time. All guests must sign the guest register. Record the activity for the source on the register. If you have a non-member approach you about entering the club for an activity you are not aware of, investigate before letting them in. If in doubt, call a manager.

2. Guest Passes

Contact Membership prior to activating all of these passes, as most need to be redeemed through them. Refer to Section IIA for pass fraud. All passes allow for Gold access but all do not include racquet sports.

a. Guest passes

Red Flags: Questionable, Incomplete, Invalid or Outdated passes: Do not infer in any way that the pass holder is guilty of anything. Valid ID and how the pass was obtained must be presented upon request. A manager or membership staff must activate pass if there are any questions about validity. Refer outdated guest passes to membership or the Operations Manager.

b. One Day Pass: Good for one day only and must be activated by the expiration date. The guest must sign and complete the guest register (see guest register section) and the card is expired after one use.

c. Free guest privilege card: Good for one day only and must be activated by the expiration date. The guest must sign and complete the guest register (see guest register section) and the card is expired after one use; staple card to back of guest register.

d. One Week: (7 consecutive days) and One Month Passes: These passes are valid only for the person(s) listed on the pass. They must be activated by the "redeem by/expiration date". Have the guest scan their pass and sign in and complete the guest register each visit. Write "one week pass' or 'one month pass" and the date the pass expires on the register.

e. Misc. Passes/Special Promotions: At times special passes may be presented by guests. Carefully read and follow the directions on the pass.

f. One Week and **One Month** passes will automatically expire 7 days and 30 days respectively from their first date of usage. These passes will no longer be able to be changed by the person using the pass in an attempt to lengthen to validity of the pass. Most passes will have a "Must be redeemed by" date in the system. After that date, the pass will no longer be valid and the guest will not be able to activate the pass in CSI.

3. VFPnext Digital Guest Register

a. "The Way it Works": The Alaska Club is upgrading to a new lead management system (VFPnext). Effectively immediately, TAC is switching to digital guest registers to be used on iPads at each club's front desk. This TWIW provides guidance to Operations and Front Desk team members to facilitate a smooth transition. VFPnext will enhance our lead follow up, improve our lead quality, and streamline our membership acquisition program for all clubs!

- No more filing or misplacement of paper guest registers
- Complete and accurate guest contact info: benefits both Membership and Operations teams
    - o Membership has a larger lead source with two forms of communication avenues (Phone/Email)
    - o Operations has complete and legible contact information for guests
- Guest waiver is updated and confirmed every visit
- Communication waiver is confirmed first visit

b. Expectations:

- All guests need to sign in at front desk every time.
    - o Children need to be signed in separately from parents.
- New members using temporary membership card need to be signed in on New Member Temp Card Check-In.

o Once log is full, it must be stored in the GM's office.

• Front desk team members are responsible for checking photo IDs after guest checks in.

o Membership is responsible for checking an ID a second time if guest is issued a multi-day pass or purchases membership.

• Page membership for every guest, every time.

• If digital guest register stops working, temporarily switch back to paper guest registers until resolved.

• Sanitation plan for iPad:

o Utilize iPad-safe cleaner to clean screen when possible. Do not spray directly on iPad.

o Keep hand sanitizer next to iPads & encourage guests use before and after signing in.

• Evening storage of iPad: put into a cabinet out of visibility of desk and within view of a security camera/

• During the first week, complete a test run of new process with club's membership manager.

• Keep guest register webpage open on front desk computer for ID verification.

c. Guest Policy: Guests may use the Club only when accompanied by a member or when on a valid guest pass. All guests 14 years of age or older must show a valid photo ID during each visit. Members 14 years of age and older may bring a guests 14 years or older. Guests under the age of 14 must be accompanied by an adult (at least 18 years old). Members of the club are responsible for the appropriateness of attire and conduct of their guests. A guest fee will be charged for each guest's visit to the Club. The Club reserves the right to limit the number of guests a member may bring to use the facilities. No individual may use the facilities of the Club as a guest on more than two occasions per month.

d. Afterhours Guest Access:

• Guests accompanied by a Member may access the club during normal club hours and must pay a guest fee.

• Guests wanting to use the facility without a member must come in during Membership Staffed hours.

• Guests with a VALIDATED Guest Pass (3-day, 7-day, 12-day, etc) may access the club during normal club hours.

o Validated guest pass is an activated pass from membership with a start date and end date loaded into the guest registration program.

• All Guest 14 and older must show a valid photo ID during each visit.

e. Recent Guest Register Log

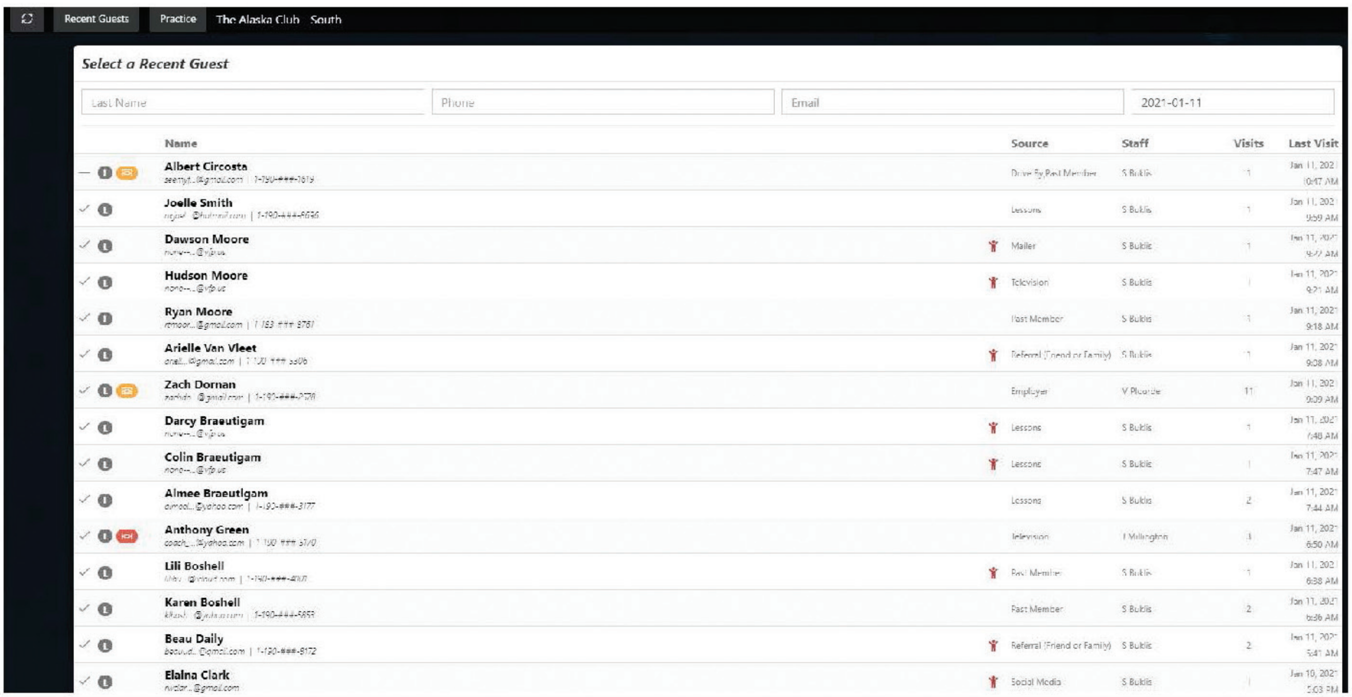
Icon Key for Recent Guest Log

	On Active Pass		Expired Pass
	Last Day of Active Pass		Child – Under 18

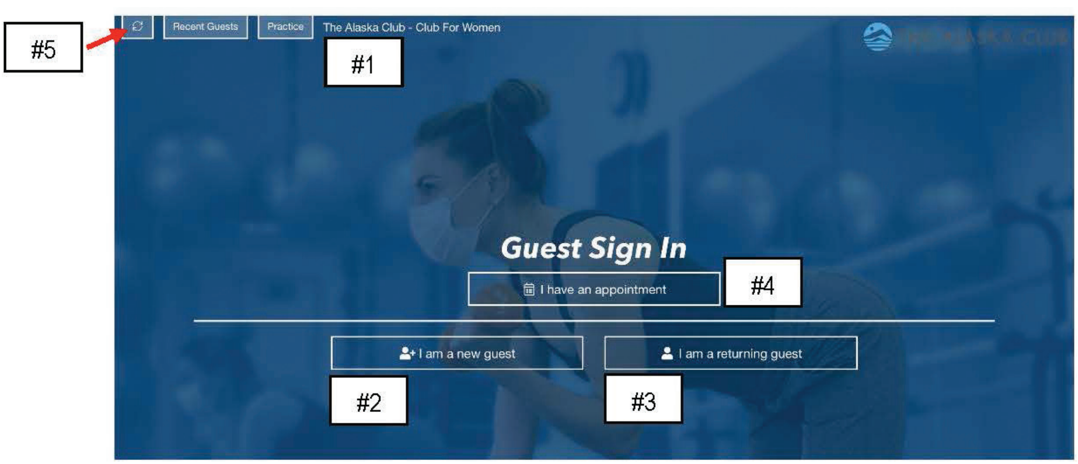
Once guest has completed sign-in on iPad, check your recent guest log on front desk computer for name and check in time. Ask guest for their photo ID to match name on recent guest log. Note: do not check ID until they show up on recent guest log. This ensures the guest has completed the entire sign-in and waiver process.

To view guest's name, click on Recent Guests in top left corner of screen.

- Passcode: **vfp**
- Choose Staff: membership manager's name
- The most recent guest's name is at the top.



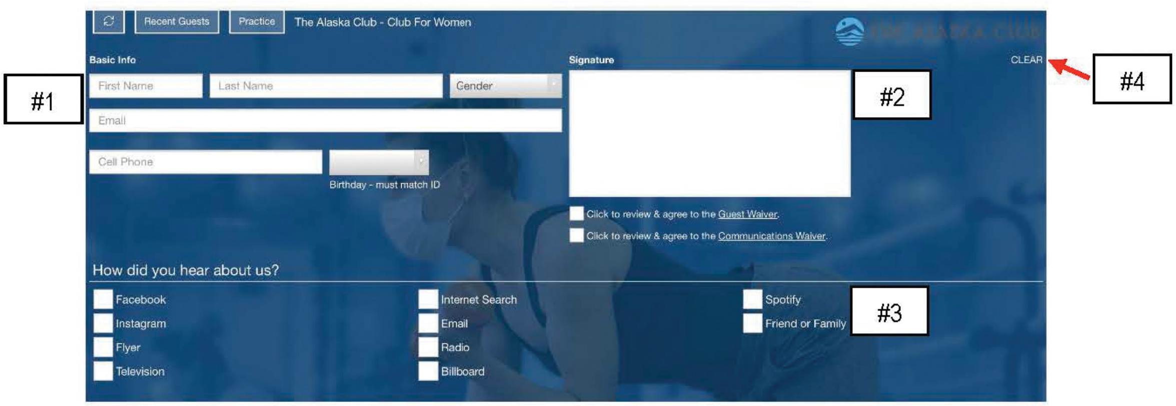
f. Welcome Screen



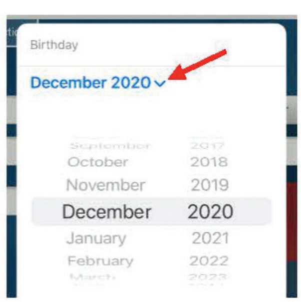
1. Make sure that your club's location is listed on Welcome screen. If not, please let your club's membership manager know.
2. First time guests will have to enter name, phone number, email, and birthday on next screen.
3. Returning guests can search by name, email, or phone number.
4. Guests with a scheduled appointment can search by name, email, or phone number.
5. This is the Page Refresh button. It will load back to Welcome Screen at any point in the process.

Welcome Screen Notes:
• When greeting a guest: "Welcome to The Alaska Club ______, are you here for an appointment with Membership?"
• Every time a guest comes in, they must review and agree to the Guest Waiver.

g. First Time Check-in Screen:



1. Basic Info: All fields are mandatory except Gender.
   a. Helpful hint for Birthday: instead of clicking on arrows to find birth month and year, tap the arrow next to year to change selection format. When correct month and year are chosen, tap on arrow again to switch back to calendar format to pick correct date.



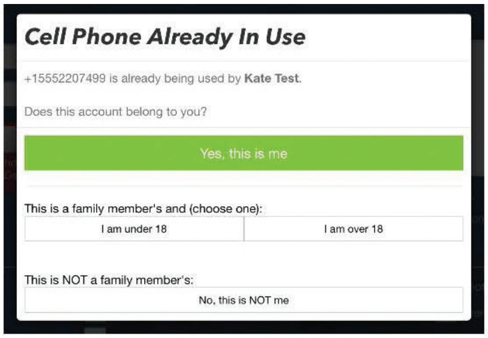
2. Waivers and Signature: Clicking the check box next to both Guest Waiver and Communications Waiver will automatically open the document for guest to review.
3. In "How did you hear about us?" section, only one can be selected. Guest can not un-select option but can simply select a different option to change.

a. If Friend of Family is selected, a box appears where they can search their friend or family members name.

4. The Clear button only clears signature box, not entire guest entry.

Signing in Children First Time Notes:

- After entered either the same email or phone number as parent/guardian, a pop up with ask if it's a family member signing in.

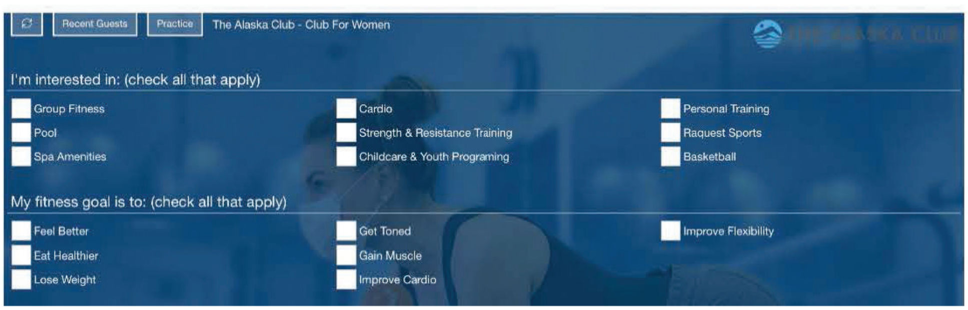


- Entering birthday for under 18 will prompt pop up stating parent/guardian's signature required.

Check-in Screen Notes:

- To move to next screen, click blue Next button in bottom right corner.

h. Interests and Goals Screen



Interest and Goals Screen Notes:

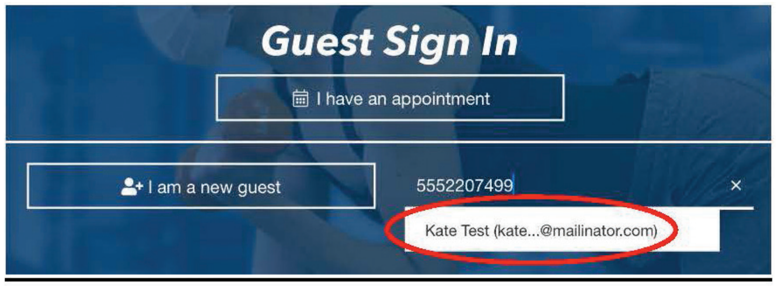
- At least once selection for each question must be chosen.
- To move to next screen, click blue Next button in bottom right corner.

i. Thank You Screen – Welcome Screen

Thank You Screen Notes:

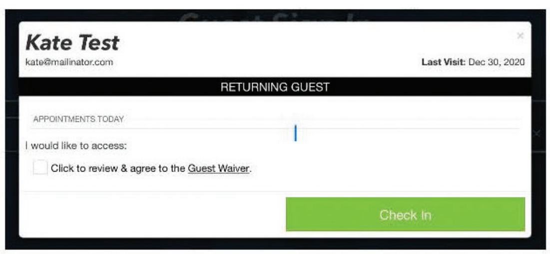
- After clicking Next, the guest is done. A Thank You message will pop up, but only for a few moments.
    - o The guest register will automatically reload the Welcome Screen.
- Time to check guest's ID.

j. Returning Guest Screen



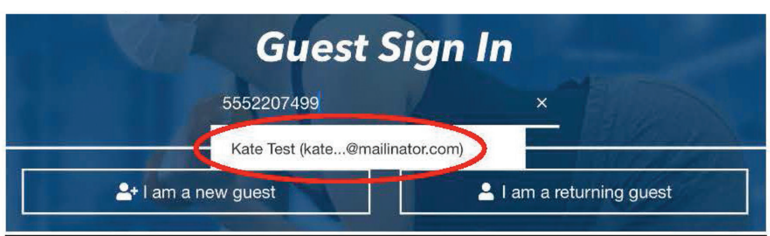
Returning Guest Screen Notes:

- Returning guests can search by name, email, or phone number.
- The click on their name to open the sign-in screen.



- Click to review and agree to Guest Waiver
- Click Check In to complete.

k. Have an Appointment Screen



I Have an Appointment Screen Notes:

- Guests with an appointment can search by name, email, or phone number.
- The click on their name to open the sign-in screen. The sign-in process is the same as first time guest process.

B. Emergencies Our goal within The Alaska Club is to establish an orderly, safe, and rapid procedure for the event of a medical emergency, power failure, gas alarm, fire, earthquake, bomb scare etc.

For specific instructions on how to act and respond in the event of an emergency, refer to the Club Emergency Plan for the building in which you work.
Following are guidelines specified emergencies:

1. General Emergencies

a. Remain calm.
b. Know your club address.
c. Locate and know the Emergency Evacuation Map(s) posted in various locations of your club.
d. Know the location of your nearest fire extinguishers.
e. Know the locations of your first-aid kit and AED.
f. Know the location and purpose of your club's Safety Data Sheet Book.
g. Document the incidents with appropriate forms—See section C.

2. AED (Automated External Defibrillator)

a. An AED is a device about the size of a laptop computer that analyzes the hearts rhythm for any abnormalities and , if necessary, directs the rescuer to deliver an electrical shock to the victim. This shock, called defibrillation, may help the heart to reestablish an effective rhythm of its own.
b. You must be AED certified to operate the AED and work the front desk alone.
c. Have the AED present in all emergencies, no matter how small, in case of cardiac arrest.

3. Medical Emergencies

a. Whenever in doubt, call 9-1-1.
b. Know your club address.
c. Refer to and follow your Club Emergency Plan.
d. Have the AED present in the event of any loss of consciousness.
d. Inform management as soon possible.
e. Completely fill-out Injury/Incident report—See section C.

C. Incident/Property Loss Reports If a need to fill out an incident or property loss report arises inform the member(s) or guest(s) involved of the following:

- We are going to help in the matter as much as we can.

NOTE: INCIDENT REPORTS ARE ALWAYS FILLED OUT BY ALASKA CLUB EMPLOYEES, NEVER BY A MEMBER OR GUEST. WE DO NOT GIVE THE MEMBER OR GUEST A COPY OF THE REPORT. GIVE THE COMPLETED FORM TO YOUR GENERAL OR OPERATIONS MANAGER. WRITE LEGIBLY.

When filling out the report form, circle the location of the incident, fill in the Affected Person information as completely as possible; any information you do not get from the Affected Person(s), research in CSI. AND ALWAYS BE AS SPECIFIC AS POSSIBLE!

For a Property Loss

• *Describe the damage or lost property:* Do not just write, for example, "$30." Be specific with your description: "$30 in cash was stolen from a brown, leather wallet. All other items in the wallet—credit cards, ID, etc.—were left intact.

• *Date:* Write the FULL DATE, for example: "Tuesday, February 4, 2003."

• *Time:* If you are sure, give the specific time, such as: "5:16 p.m." If you are not sure, give a range, for example: "between 5:00 and 6:00 p.m. Make sure you indicate AM or PM.

For Injury

• *Describe the injury:* Be descriptive, but to the point: trauma or blow to the head from a racquet, dumbbell fell on left toes, left hand was crushed in a door, etc.

• *Date:* Write the DAY and FULL DATE, for example: "Tuesday, February 4, 2003."

• *Time:* If you are sure, give the specific time, such as: "5:16 p.m." If you are not sure, give a range, for example: "between 5:00 and 6:00 p.m. Make sure you indicate AM or PM.

• *For an Injured body part:* Be as direct and descriptive as possible, for example: "left ankle, or right leg, just below the knee." BUT, if you are NOT a doctor, do NOT give a diagnosis; simply describe the injury and body part. Do not write: "Individual twisted left ankle while playing handball and has a pulled tendon, inflamed ligaments and possibly a fractured tibia." Simply write: "Individual injured left ankle while playing handball."

• *Disposition:* Indicate what occurred with the affected individual after the incident. If the affected person was transported from the club to the hospital in an ambulance, indicate this. If you check the "No care necessary" box, make a note if the person refused care offered by staff.

• *Occasion:* Indicate when during the course of the affected person's time at The Alaska Club the incident occurred. This can most easily be deduced by asking the affected person for specific information with questions, such as:

For missing property:

- When did you last see your wallet? What was in it?
- Do you specifically remember having the wallet at the club?

For Injury:

How long had you been in the club when you hurt your ankle?
At what point during your workout did the injury occur?
Do you know the approximate time when the incident occurred?

• *Machine & Manufacturer or Specific Activity Involved:* What activity was the affected member participating in when the injury occurred? Examples:

- Was the person sitting in the lounge and someone dropped a dumbbell on their foot?

- Was the person running around the gym, playing tag when he/she slipped and hit their head on the wall?

If the incident involved a specific piece of equipment, make a note of the type of equipment or machine, make and model, any specific identifying features, such as the machine #, if there are more than one.

• *Special Circumstances:* Record anything out of the ordinary that contributed to or affected the event. For example: The injured party was intoxicated; the incident involved an individual who was upset with club service; the affected individual was belligerent; the guest involved did not sign the guest register or pay fee etc.—should be reported here. If there are no special circumstances check “NONE.”

Location: Include all areas involved. If a member or guest slipped in the parking lot, hurt their hip, then stumbled into the club, fainted and hit their head, indicate all areas involved: “Parking lot and lobby area.” Write out the explanation in detail in the space provided.

• *Describe how property damage or loss occurred:* Ask several questions to elicit specific information. Since the member or guest will not likely be thinking of all the possible variables, It is up to you to put the pieces of the puzzle together. Be descriptive when it comes to people’s features, noting and recording details such as facial hair, height, hair color, color of clothes, spoke with an accent, scents (cologne), scars, weight and build, walked with a limp, carried a purple gym bag, skin color, and any other distinguishing features.

• *Describe how accident happened:* Use the above procedure for gathering specifics to help you describe the incident. List ALL people involved in the incident, including witnesses, and list any contributing circumstances. For example: “A young member was running through the club lobby area, horsing around; an adult member told the youth to stop running. It should be noted that the behavior was affecting other members and the incident occurred during this sequence of events. The youth slipped while in the act of running and hurt left knee.”

• *Witness names:* Include all people involved.

Note: Your name and phone number go at the bottom of the form.

THE ALASKA CLUB

Incident Report

MUST BE COMPLETED BY AN EMPLOYEE OF THE ALASKA CLUB

Check and/or circle one per section. Complete relevant blanks.

CIRCLE LOCATION
North / South / East / West / for Women / Downtown / Midtown / Express / Eagle River / Valley / Express-Palmer

INJURED Member / Guest / Instructor / Other: ______
Name: First & Last Age: 18 Sex: (M) (F)
Member # ______ Address: 1400 W Norther Lights
City: Anchorage State: Ak Zip: 99503 Phone: (907) 264-2721

INJURY Scrap on Knee
Date of injury: 11/9/21 Day of Week Tuesday
Injured body part: Knee
Describe injury: member scraped knee due to fall

TIME
12:00 am/pm

DISPOSITION
- ☒ On-site care only
- ☐ Ambulance to: ______
- ☐ No care necessary

Machine & manufacturer, or specific activity involved:

OCCASION
- ☐ Arriving at site
- ☐ Pre-activity
- ☐ During activity (Early) (Mid) (Late)
- ☒ Between activities
- ☐ Post-activity
- ☐ Departing site

ACTIVITY
- ☐ Active participation
- ☐ Observing/resting
- ☐ Lounging/socializing
- ☐ Horseplay
- ☒ Other: Fell walking in cardio room

SPECIAL CIRCUMSTANCES
- ☒ None
- ☐ Unauthorized activity
- ☐ Unauthorized presence
- ☐ Equipment related problem
- ☐ Intoxication (This Person) (Another)
- ☐ Other: ______

LOCATION
- ☐ Parking lot
- ☐ Entry area
- ☐ Massage
- ☐ Locker room
- ☐ Dance room
- ☐ Free weights
- ☐ Exercise machine
- ☐ Weight machine
- ☐ Racquet court (Tennis) (Squash) (Racquetball)
- ☐ Sauna
- ☐ Tanning
- ☐ Gymnasium
- ☐ Track
- ☐ Pool

Where specifically in the area noted above: cardio room first row of treadmills

SITUATION
- ☒ Fall (Slip) (Trip) (Pushed) (~~Lost Balance~~)
- ☐ Hit by: ______
- ☐ Collision with: ______
- ☐ Non-contact injury
- ☐ Other: ______

If Fall, Shoe Worn:
- ☒ Sneakers
- ☐ Slip-ons
- ☐ Pumps
- ☐ High heels
- ☐ Boots
- ☐ Walking shoes
- ☐ None
- ☐ Other: ______

Describe how accident happened: (Continue on back if needed.)
(Print) (Member name) slipped walking through cardio room after running treadmill. She scraped her knee, MOD gave band-aids after looking at injury. Knee was slightly red with rug burns. member received band-aids and ice.

Witness name: Full Name Phone: 902 2642722
Witness name: Full Name Phone: 907 2642722

Completed by: your full name Phone: your # Manager Review Manager sign Date todays Date

12/05

Front

INCIDENT HANDLING GUIDELINES

When a patron at or around the venue goes down with an injury--and whether attention is given by a staff member, nurse, EMT or other assigned personnel--both the injured person and the situation need to be evaluated and stabilized, whether it is until the ambulance arrives and takes over, until the person can be taken to the 1st aid room for care and observation, or until the person refuses care and/or elects to resume activity without further attention. Regardless of which scenario and which personnel, there are a number of do's and don'ts while attending to the injured person's needs. Among them are:

- **Don't** accept or even suggest fault for the incident.
- **Don't** make any promises about anything.
- **Don't** make payment or say his/her medical bills will be paid.
- **Don't** give any information about your insurance coverage.
- **Don't** recommend any medical facility unless told to do so.
- **Don't** reflect an attitude of boredom or nuisance or impatience.
- **Don't** argue or patronizingly agree with any disagreeable statement by the injured person
- **Don't** leave the person unattended until transferred to health or security personnel in the pre-authorized manner or released at their own request.
- **Don't** fail to observe and record any significant circumstance.
- **Don't** hesitate to correct any hazardous situation (e.g., wet spot) as soon as reasonable after attending to the person.

⁜ **Do** give respect and appropriate attention to the stricken person.
⁜ **Do** assist within the local system of obtaining and recording the relevant information about the incident on the Report Form being used for this facility/program.
⁜ **Do** contact security or other designated personnel so that an investigation and warranted controls/remediations can be launched without unnecessary delay.
⁜ **Do** ask the person what he/she believe happened and record such in his/her own words if at all possible.
⁜ **Do** note in the report if observable circumstances differ from, or reflect in any way on, what the person is claiming.
⁜ **Do** note in the report if the person is noticeably upset or actually complaining about the cause of his/her accident.
⁜ **Do** give respect to any complaint. **If warranted**, offer to "check with the insurer" and get back to them "after talking with a knowledgeable person".

Back

CHECK-IN

PROCEDURES & POLICIES

III. Check-In Procedures & Policies

A. Member Check-In All members are required to check-in before entering the club. Anyone proceeding by the front desk without checking-in should be stopped immediately, for the safety of the club and members. When someone "scans-in," their information will be displayed on the computer screen for a couple of seconds. It is crucial that you gather as much information as you can about that membership during that brief moment without unnecessarily disrupting the traffic flow. Look at the picture, membership type and name to quickly verify the member. If there any concerns with security or fraud, ask them to rescan, or further investigate using a different computer.

1. Scanning

a. Members should "scan-in" using their scan card. The computer will give one short beep when the card is correctly scanned.

b. Verify that the picture matches the member. This is for their protection. If there is no picture, take one. See Section G under the appropriate heading for more information on taking pictures. Fore more information concerning card fraud and security, see the appropriate section.

c. Membership type verification: Verifying a member's membership type is crucial to determine which privileges they have e.g. racquetball. For more information on membership types see Section C under the appropriate heading.

d. Account Messages: If a message appears on the account, read it thoroughly. If the message is an imperative, for example: "Retake photograph," explain the message to the member and assist them with the procedure at that time. Do not erase messages from accounts, email accounting to let them know the issue was resolved and they will remove the message.

2. Manual Check-In

a. Enter account number manually, using the keyboard, or look up member's name in the system.

b. Verify the picture; if there is no picture, check photo ID and take a picture at that time.

c. If a member does not have a photo ID with them, ask them a couple of easy questions using information on their account. After this information is verified, inform them that they will be required to show a photo ID at their next visit and have their photo taken.

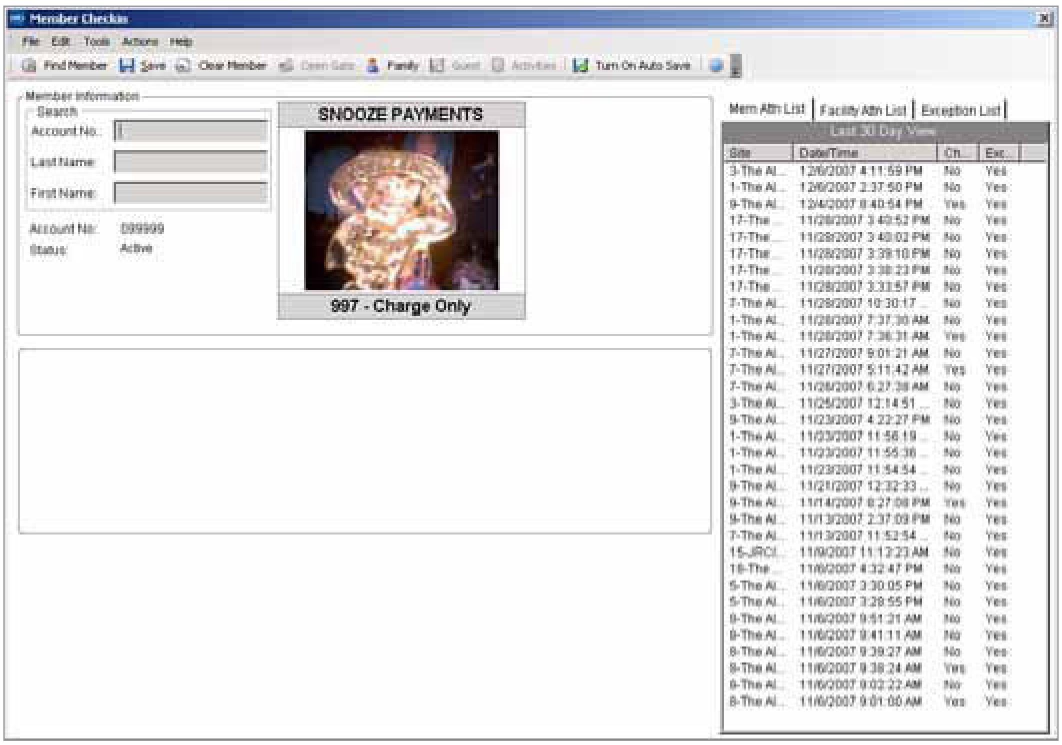
d. If the member has lost their card, replace it for them. Note: There is a $1 fee for replacement cards.

3. Check-In Screen

a. Click on (check) the “Turn Off Auto Save” button; the member’s information will stay on the screen. When finished, clear the information and check the “Turn On Auto Save” button.

b. The “Family” button will display the active and inactive family members on the membership. Note: This is an easy way to check everyone in when a family enters with only one scan card.

c. Member Visit List will display all of the members and when they checked in for that day.



B. Account Status All accounts have a status listed in the computer, just below the member’s name. The status of the account lets you know if they have club access or not.

1. “Active” means the account is current. Member should be able to scan-in.

2. “Inactive” means the account is currently rendered invalid, and this could be for a number of reasons. The account may need a payment, signature, or updated information, or the membership has been voluntarily canceled. It is crucial to check the membership type display.

3. “999” Inactive Voluntary Canceled:” If there is a “999” in the display, the member has canceled and is not allowed access. For other messages, the member is allowed access but must contact accounting ASAP.

4. "Canceled:" No check in privileges, not a current member.

5. "Freeze:" Account has been frozen, member must contact accounting before using the club. This may also appear if the membership is on a leave of absence.

6. Other messages: Accounting and management may use other messages to relay important information, so please read messages completely. If updated information is requested, have member fill out status change form and turn completed form into accounting. "No Check-In Privileges" will show if they are an economy membership and are checking in at an unauthorized time, or if they have the wrong membership type for that club. Do not allow them access unless they would like to pay a guest fee.

C. Membership Types

1. Platinum Membership: A Platinum member has access to all Clubs statewide. These memberships are available on an individual, couple and family basis.

2. Gold Membership: A gold member has access to all Clubs statewide. These are available on an individual and family basis. Members have access to Racquetball courts, but may not reserve courts unless they have a racquetball membership.

Gold Membership types:

a. Fitness: This membership includes use of pool, gymnasium, fitness facilities, and group exercise. Walk-on racquetball privileges are also included, how ever guests can not reserve racquetball courts.

b. Racquetball: This membership includes the use of fitness membership facilities and racquetball courts. Members may reserve a racquetball court. Tennis court use is available for an additional fee.

c. Tennis: This membership includes all of the fitness membership facilities and racquetball and tennis courts.

3. Silver Membership: A silver membership includes the use of a limited number of Clubs in the Alaska Club network. These memberships are available in an individual or couple basis. Please refer to your local club manual to determine which clubs are Gold/Silver/Economy.

Silver Membership types:

a. Fitness: This membership includes the use of the fitness facilities.

b. Racquetball: This membership includes all of the fitness facilities and racquetball courts. Members may reserve a racquetball court.

4. Economy Membership: This membership is based on limited hours of use at one club only. It does not include any court use. Please refer to your club manual to deter mine which clubs offer economy memberships.

5. Temporary Memberships: These memberships are based on a limited time and can include summer, winter, legislative winter, snowbird, and insurance. Temporary memberships will be classified as Gold, Silver, or Economy.

D. Scan Cards/Pictures New members who have accounts activated in the POS system must have their scan cards activated by the front desk. Membership issues inactive scan cards to all new members so the front desk USUALLY doesn't have to issue a new card. Replacement cards may be issued for a $1.00 fee. In order to have a new scan card issued, an old valid Alaska Club scan card or valid picture identification must be presented to the front desk for verification of identity.

1. Scan card activation / Issuing A New Scan Card:

a. Look up the member on the computer used for making scan cards.

b. Once the member's account is on the screen, click the button that says "Tools" and then the button that says "Scan Code." A box will pop up and an empty field will be available to enter in a new scan code.

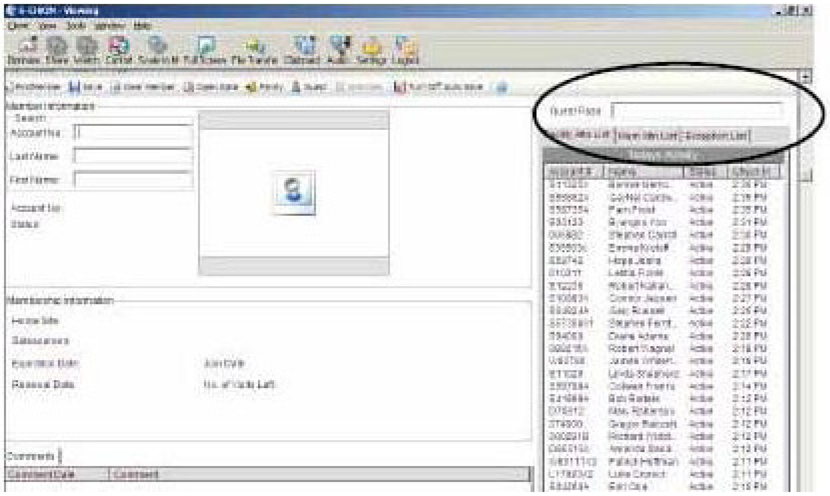
c. Take the new member's scan card and type in the new barcode.

d. Click the "OK" button and then save members profile.

e. Next, scan the card to make sure that the card initiates the proper account.

Remember that all new members MUST, under all circumstances, have a current picture taken for their account in order to have their scan card activated! Please see the Pictures section G3.

f. Charge the member $1.00, if applicable, using CR007 as the POS Code. (Note: If you are issuing a new card to a brand new member or replacing a card that is not working, there is NO charge.)



2. Pictures: Pictures are ESSENTIAL to the security of our facility and to the security of individual member accounts. It is IMPOSSIBLE to verify that an individual presenting themselves as a member is ACTUALLY a member unless they have valid picture identification. For this reason, ALL MEMBERS MUST HAVE A PICTURE TAKEN WITH THEIR ACCOUNT. UNDER NO CIRCUMSTANCE SHOULD A MEMBER BE ALLOWED TO NOT HAVE THEIR PICTURE TAKEN WITH THEIR ACCOUNT.

Taking a Picture:

a. Check to make sure the “auto save” option is turned off. Enter the member’s account number in the appropriate empty field or enter the member’s first and last name in the appropriate empty field. Both are located in the upper left hand side of the screen.

b. Once the member’s account opens, click the “Tools” button and then the “Picture” button. A box will open up showing the member’s current picture or an empty space if they have yet to get a picture taken.

c. Make sure the member is positioned in front of the camera properly. Click the “Take Picture” button. A screen opens up showing the camera’s view. Click “Capture” and then select the picture just taken. Click “Get Pictures.”

d. Next, click the “Done” button. Repeat this to take a new picture if the first one is not satisfactory.

e. The updated member picture will automatically show on their account now.

f. Exit and re-open the Point of Sale window.

POINT OF SALE

IV. Point of Sale

A. Logging In: Logging into your Point of Sale Computer

1. Network Login

1. Press Ctrl-Alt-Delete keys to begin.

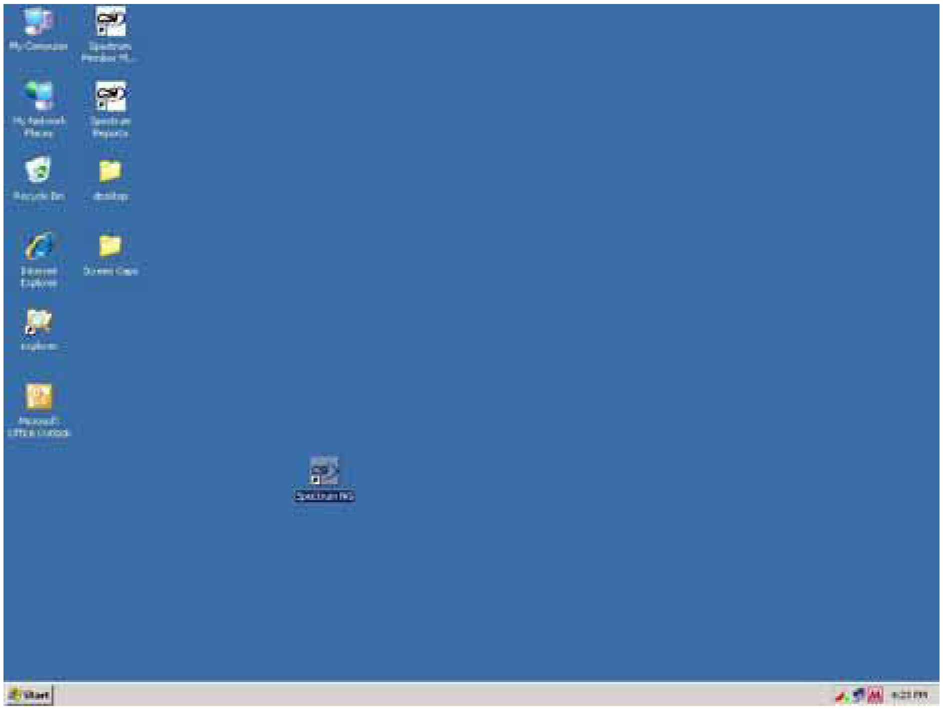
2. Click OK at "authorized user" notice.

3. Type in your user name & password.

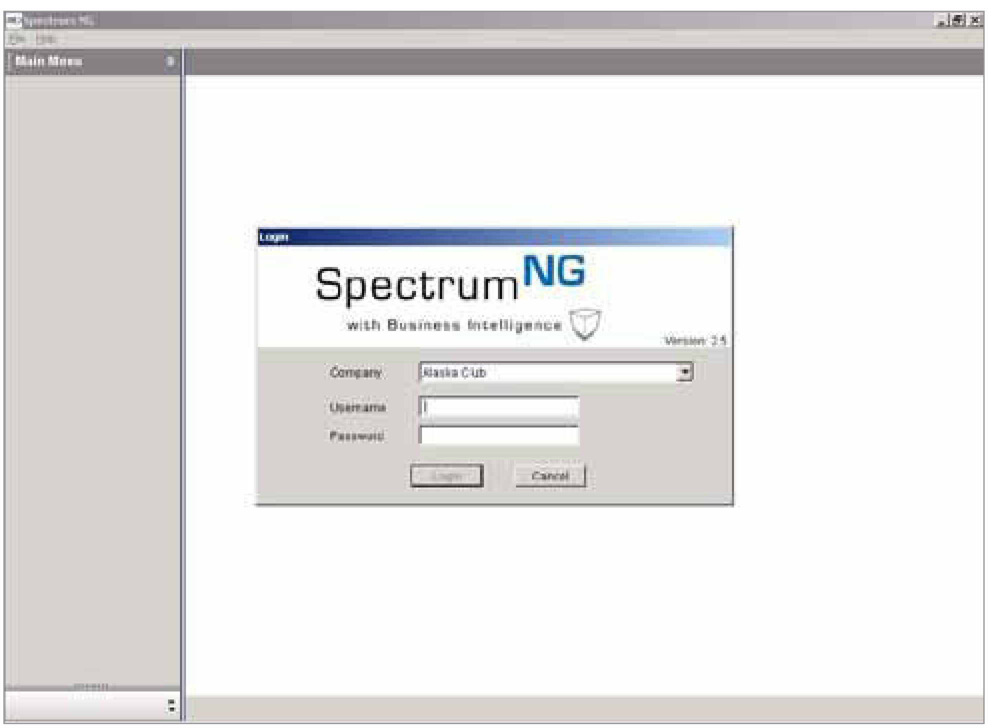
Log-on notes:
User names are NOT case sensitive
Passwords ARE case sensitive

2. CSI Login

At the Windows Desktop double click on **Spectrum NG** icon or use Start button, Go to Programs, Spectrum Member Management, Click on Spectrum NG.

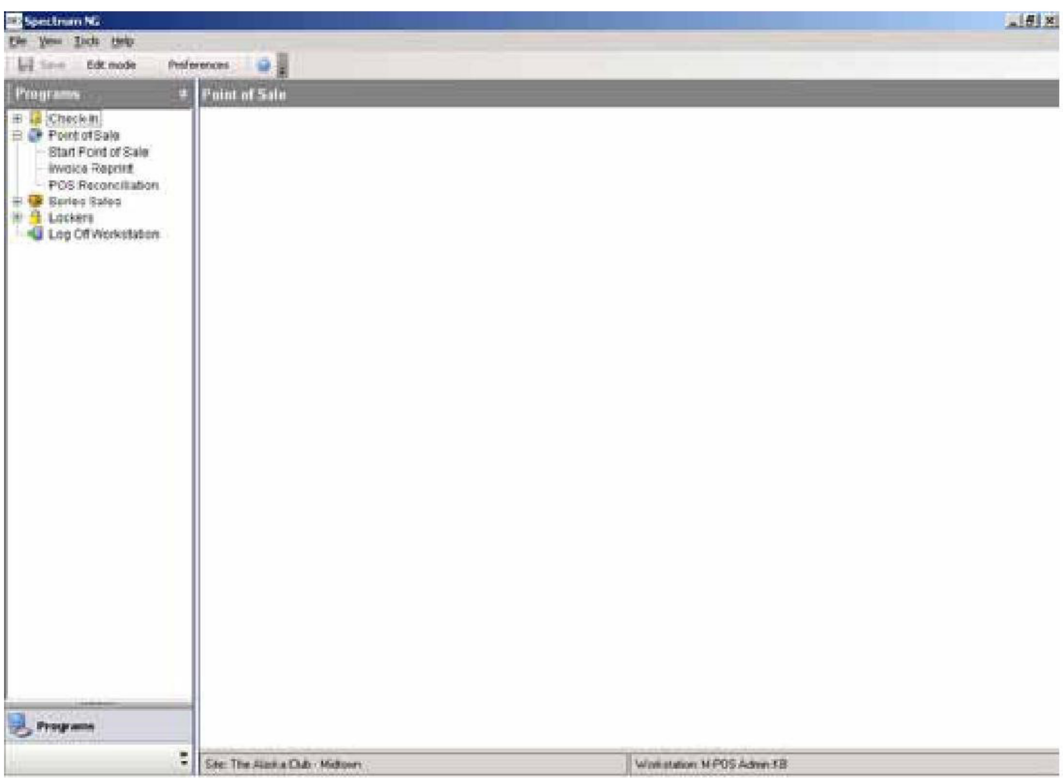


At the Logon screen the Logon name listed should be your site location (east, west, etc), Password Is "password", Press OK.



3. Point of Sale Login

At Spectrum Management Screen Press Point of Sale Button, on the left side of the screen click “Start Point of Sale.”



B. Point of Sale – Sales Screen

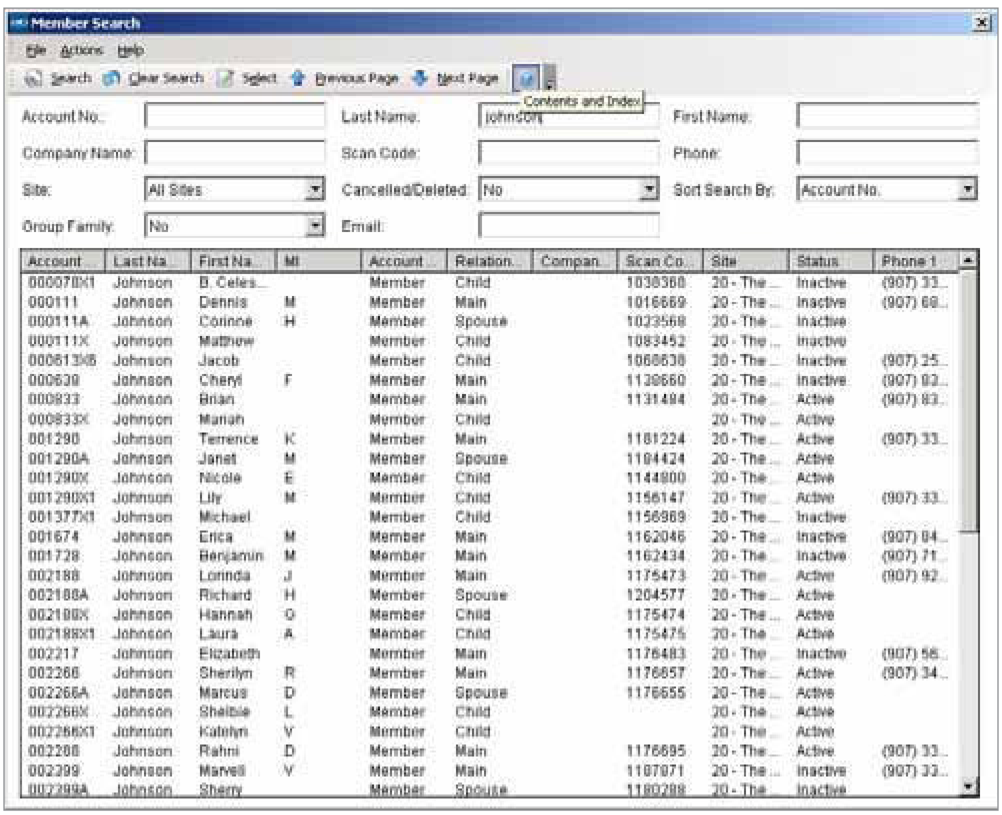
1. Finding a Member Account

The first step to all POS (Point of Sale) transactions is finding a Member Account (except for non members). Go to the Member Information area at the top left of your POS screen. You can locate a member account three different ways:

1. ID Card: Scan the Bar Code from the member ID. (or enter it manually)

2. Membership Number: Enter the Member # or ID # for the customer in the Member # field, and then press ENTER.

3. Member Name: Click on the Find Member key to select from a list of members. At the Member Search window, enter the **Last Name** then **First Name and then click Search**. Double click on the member you want or highlight the member and click on the **Select** key.



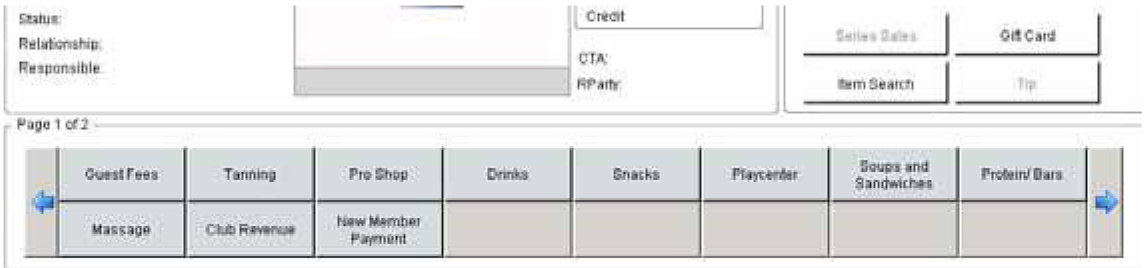
Be sure to verify the member identity before continuing with the transaction. The member photo should appear at the top center of your POS screen. If there is no picture request another type of photo identification (driver's license, military ID, etc) and encourage member to have their picture taken for the system now.

2. Locating Item Codes

You can locate the item code for Food & Beverage items, Pro Shop items and Club Services by:

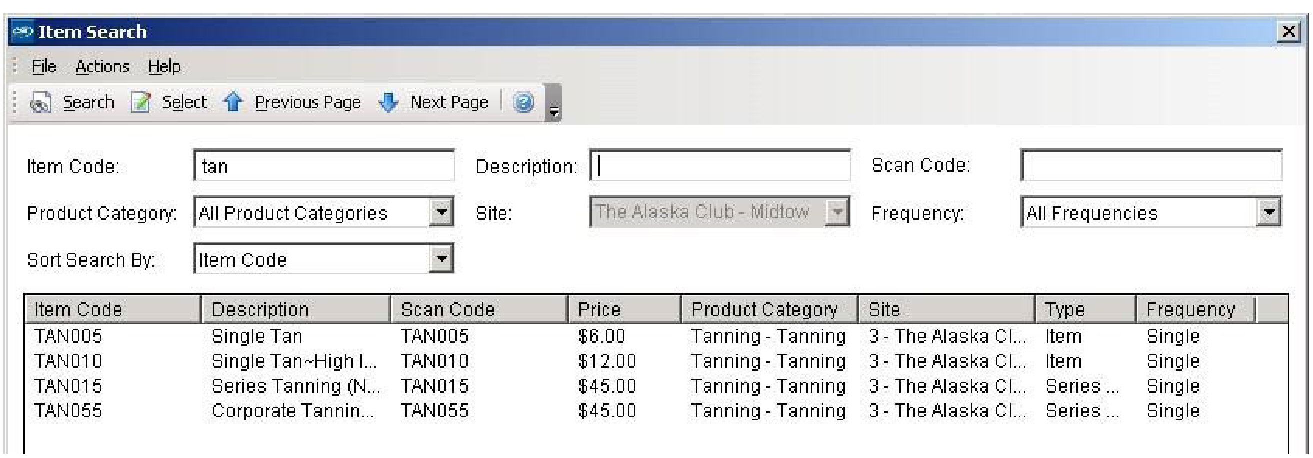
1. Bar Code: Scanning the Bar Code from the item's price tag.

2. Shortcut Key: Using the Shortcut Key (hotkey) for the Category and/or and/or Item.



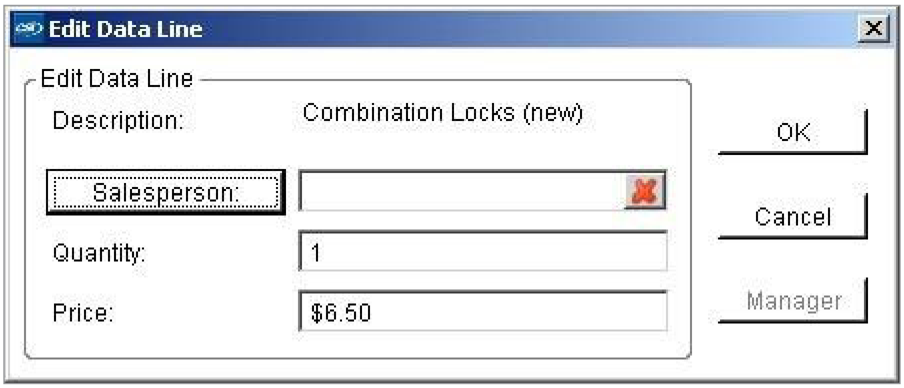
When you select from the Category shortcut keys, a window with more options is displayed. In this example, when you click on Tanning, a window with related items is displayed.

3. Item Search: Enter the item code in the Item Search field. If the item code is unknown, press the Search key to select from a list of items. At the Item Search window select a Category and choose from the listed items.



3. Editing Item Price or Quantity

In order to change the price or quantity of an item you must use the Edit key at the bottom left corner of the POS screen. Click on the item or select the item line to high light the item, and then press Edit key. The Edit Data Line window will appear. Adjust the item as necessary then press OK.

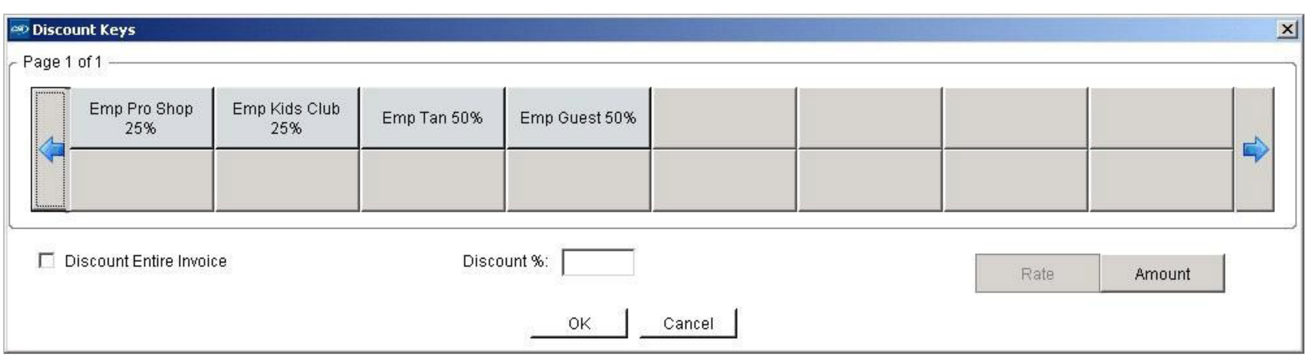


4. Discounting Item Prices

In order to discount to an item or entire invoice you must use the Discount key at the bottom left corner of the POS screen.

1. Discount Item: Click on the item or select the item line to highlight the item, and then press Discount key. The Discount Line Item window will appear. Enter the % of discount at the Discount Rate field or use the appropriate quick key, and then press OK.

2. Discount Entire Invoice: Press Discount key. At the Discount Line Item window enter the % of discount at the Discount Rate field or use the appropriate quick key, click on the ô to the right of Discount Entire Invoice, and then press Ok.



***For instructions on Employee Discounts see (1-d).*

5. Miscellaneous Keys: Delete, Void, No Sale, Print Last

The Delete key at the bottom left corner of your POS screen will remove a line item from your transaction. Highlight the item by clicking on the item or entering the line number, and then press Delete key. That line on the invoice should disappear.

The Void key at the bottom left corner of your POS screen will clear all information from the POS screen. Press the Void key then all information entered (member info, payments on account, Item Codes) will disappear.

The No Sale key at the bottom center-left side of your POS screen will allow you to get into the cash drawer without having to complete a transaction. Press the No Sale key then the drawer should automatically open.

The Print Last key at the bottom left-center of your POS screen will allow you to reprint the last invoice entered. Press Print Last key and one copy of the invoice should print.

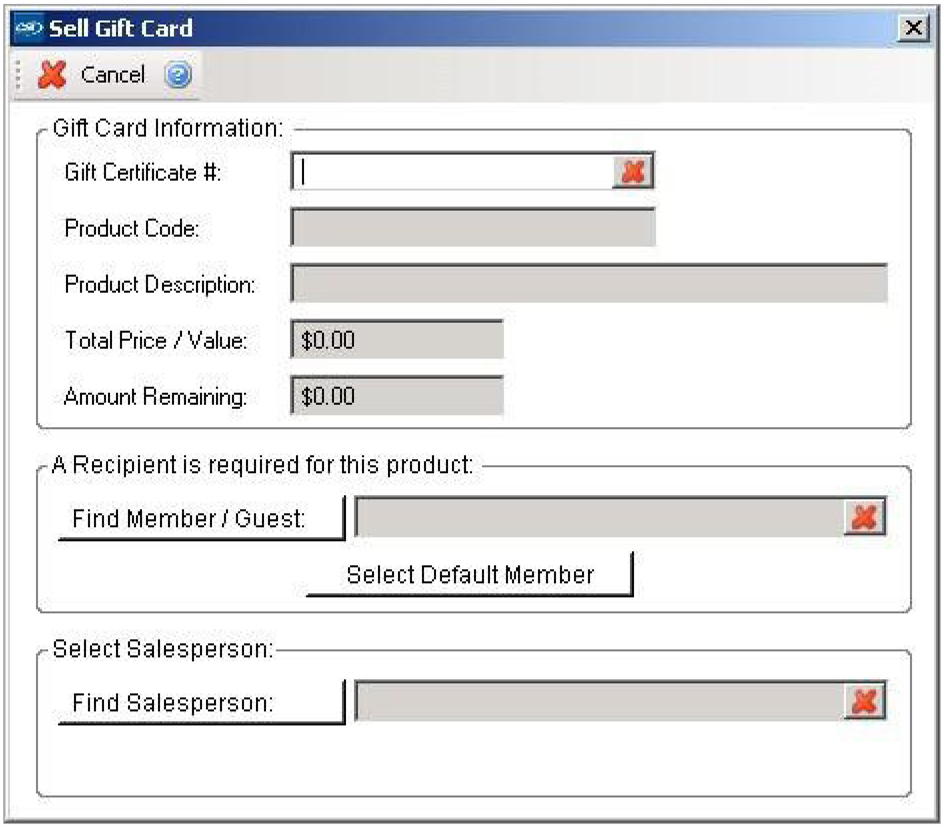
6. Payment on Account

To apply a payment to a membership account Press the POA key at the bottom center left of your POS screen. The Payment on Account box will appear with the current balance due showing. Edit the payment amount if necessary, and then press OK. The Payment on Account amount chosen with then appear at the bottom right of your POS Screen.

When posting payments to Inactive or Canceled membership accounts CSI will inquire if you wish to set their status to Active. Select no and send an email to **accounting@thealaskaclub.com** informing them that the payment was made. Accounting will review the account and verify if the account should be activated.

7. Gift Card Purchase

To activate a Gift Card for purchase press the Gift Card key at the right center of your POS screen. The Gift Certificate window will appear. Scan the Gift Card, then press Done.



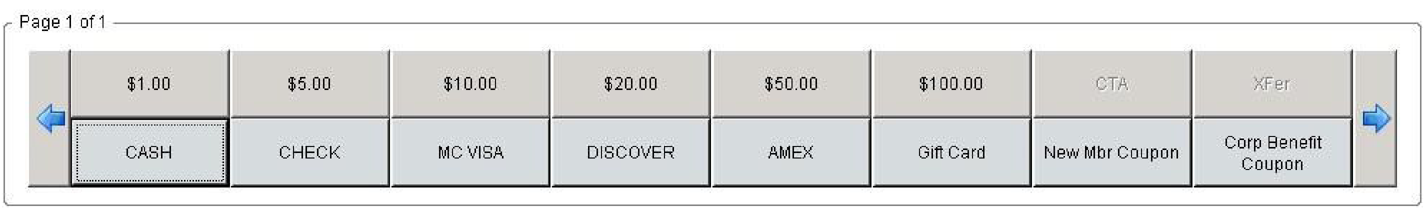
The Gift Card dollar value will automatically default to be $0.00. It will be necessary to Edit the Gift Card price to the dollar value the customer wishes.

Gift Card policies are stated on the back of the gift card.
***The statement "Value may be added to your card at any front desk".**

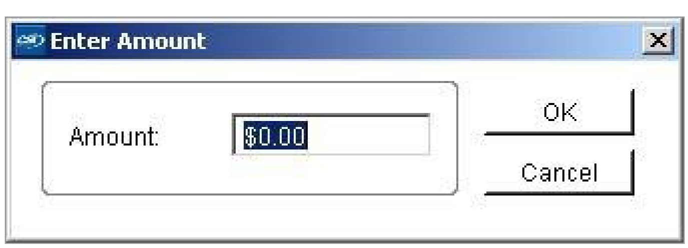
8. Series Sale Item Purchase

The Series Sales program allows The Alaska Club to set up services to be sold as a "package." These services are purchased in advance, but rendered at another time, such as personal training sessions, tanning sessions, playcenter visits and guest visits.

You may access the Series Sale Items through the shortcut keys. Select the category key for that item (Personal Training, Playcenter or Tanning), then select the shortcut key for that item. The Series Sale Search window will appear with your item already highlighted. Verify the member account listed to post is correct, then click Ok. As soon as the transaction is completed, another window will pop up for the member to "use" one service from their package (see Section IVC).

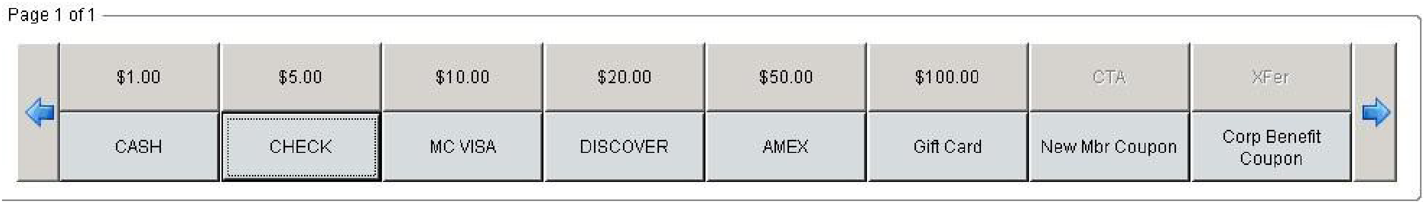


C. Point of Sale – Payments Screen Using the Shortcut Key (hotkey) for the Category and/or and/or Item.



The transaction comment. Click the Payments key at the bottom center of the POS Screen to go to the **POS – Payments** screen shown below.

At the POS – Payments screen, your will first select from the following the payment types:



1. Cash Payment

Enter the total amount cash received from the member by either clicking one of the quick keys showing $ values (example $20.00 key) or by clicking the CASH payment key, entering the dollar amount in the Enter Amount window, and then clicking Ok.

2. Check Payment

Enter a check payment by clicking the CHECK payment key, enter the dollar value of the check received in the Amount field, enter the check number in the Check # field, and then clicking Ok.

1. Personal Checks from Members: Personal checks from members do not require additional information as long as you have accessed their account at the start of the transaction and followed the regular procedures for identifying the member.

2. Personal Checks from nonmembers: In order to accept a personal check from a nonmember you must verify and/or list the following information on the check:
- No out of state checks accepted.
- Valid State of Alaska drivers license or ID (note this information on check).
- Current address and phone number printed on check.

3. Travelers Checks: A travelers check may be rang up two ways.
- **Travelers check same values as amount due:** Verify signature and identification of customer, and then follow the instructions for entering a check payment.
- **Travelers check for value above the amount due:** Verify signature and identification of customer, and then follow the instructions for entering a cash payment. Treat the travelers check as if it were currency of same denomination. Include the check # in the comment field.

4. Money Orders: Money orders written as payable to The Alaska Club are processed as check payments. List the money order number in check number field.

5. Third Party Checks: The Alaska Club does not accept third party checks. All checks must be written to The Alaska Club or TAC. This policy includes Alaska Club Payroll checks.

6. Cashing Checks: The Alaska Club does not cash or give change on check payment transactions. This policy includes employee and Alaska Club Payroll checks.

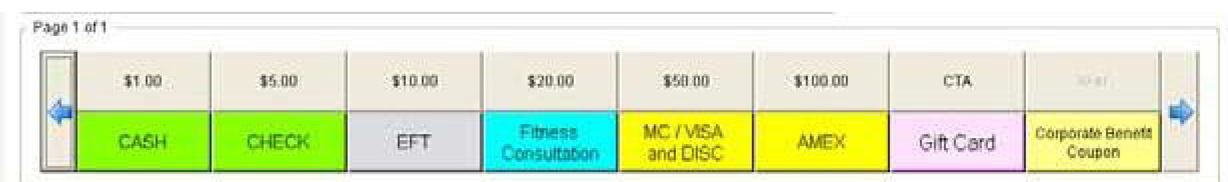
3. Charge to Account Payment

A member of The Alaska Club may choose to charge items and/or services to their membership account rather than paying at the time of purchase. These charges will appear on the member's monthly statement.

To process a Charge to Account payment, press the CTA payment key.

When the Payment Amount window appears, verify that the dollar value shown is the correct amount to charge. The System will automatically default to the balance due on transaction. Then click Ok.

When the CTA payment key is disengaged, this indicates that the member's charging privileges have been turned off. Request another form of payment and instruct the customer to contact Membership Accounting if they wish to have their charging privileges activated.



4. Credit Cards

At the POS - Sales Screen

1. Enter Member #.

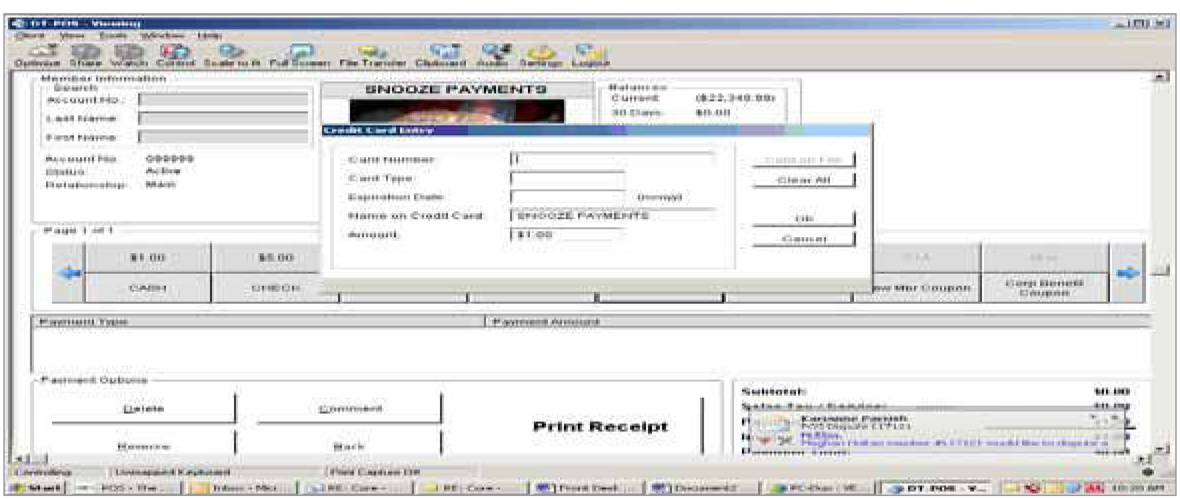
2. Enter Transaction purchase and/or payment information (select items for purchase and/or enter payment on account).

At the POS - Payments Screen

3. Enter Transaction Note in Comment field (Staff Initials, etc.).

4. Choose payment key appropriate to credit card payment type (American Express Card = AMEX payment key, Visa Card = MC VISA payment key, etc.).

5. Credit Card Verification Information Window will appear.



6. Swipe bankcard through your card reader. Credit card information should appear in the window.
7. Enter the CVV2 3 digit code located on the back of the card (4 digit code on the front of all American Express)
8. If necessary, enter expiration date listed on credit card (MMYY).
9. Press Process key.
10. CSI will now process the credit card payment and automatically finalize your transaction (print receipts).
11. Have the member sign the Accounting Copy receipt.

Common Problems:

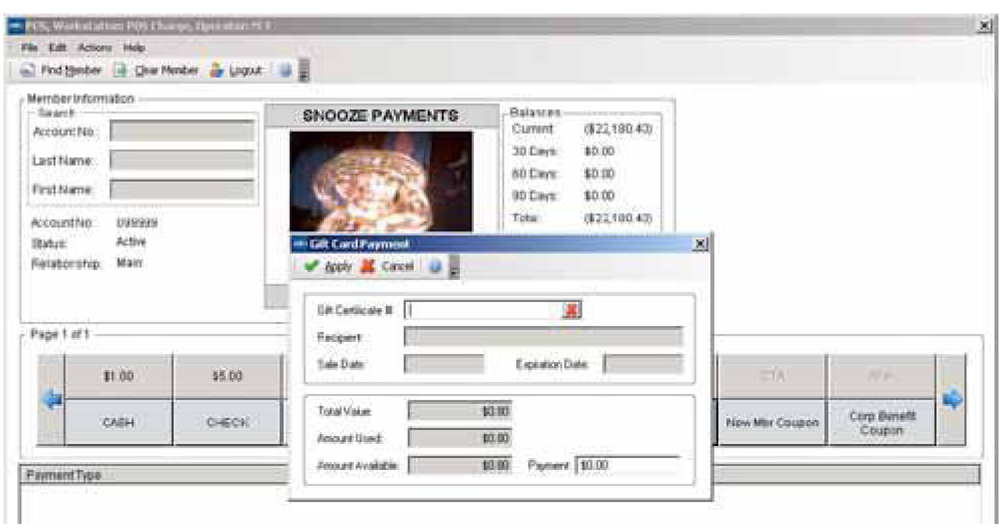
Time Out Error message appears when processing a credit card transaction. This usually indicates that Online Credit Card Processing may be down.

If the **internet service is down**, we will not be able to process credit card transactions. Request another form of payment from the member and contact network support. The information all stays on the first line after you swiped the card or there are other errors reading the card. This can be overcome by simply entering the information in manually in each section.

5. Gift Card Payment

As a security measure, only activated gift cards can be redeemed at POS. The only way to activate them is by selling them at POS. Use the following procedure to take a gift card as a form of payment. Click on the Gift Card key at the POS Payments screen. The Gift Certificate Redemption window will appear. Scan the gift card through the magnetic card reader on the POS computer.

The Gift Card number and balance information will appear in the Gift Card Payment Redemption window. If necessary adjust the Payment Amount listed, and then click Ok.

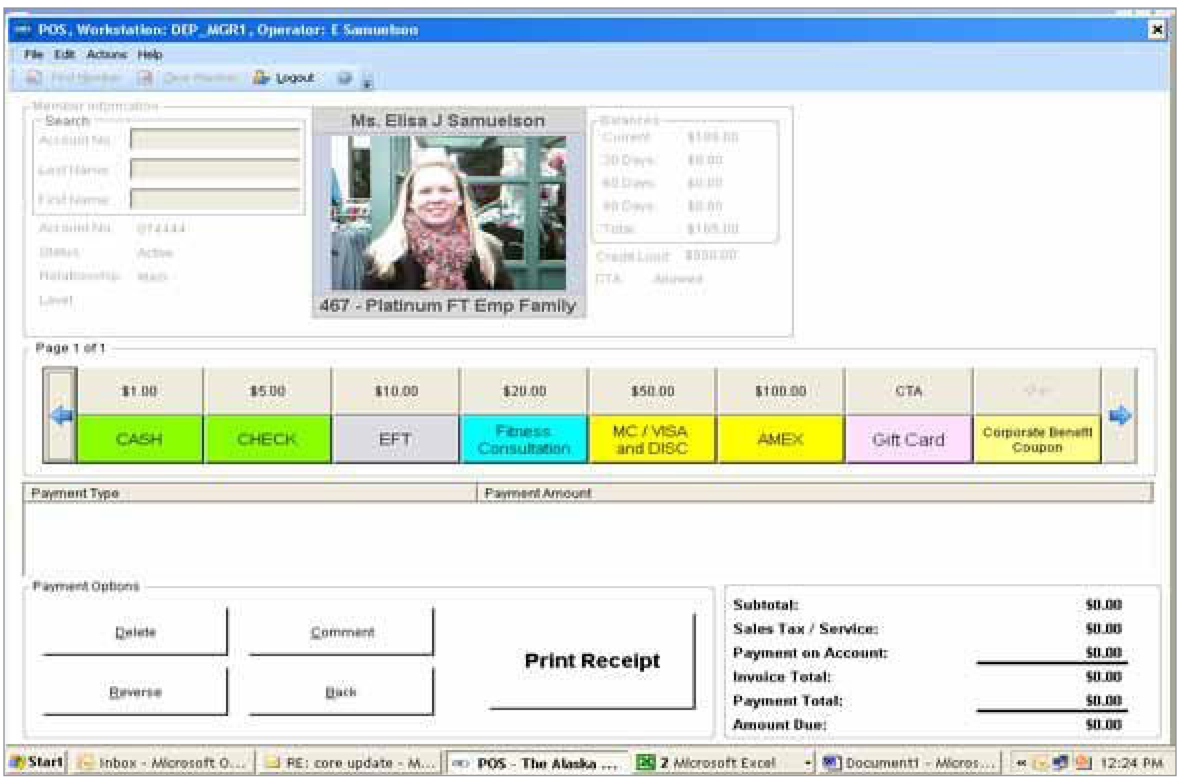


6. Corporate Benefit Coupon Payment

***See instructions for posting Corporate Benefit Series (1-f).*

7. Comment Note Field Every transaction processed in POS should have a note posted in the Comment Field. The content of that note is dependent upon what type of transaction entered. See the examples below of information that should be entered in the Comment Field:

Staff Initials entered on All Invoices
Check Number entered on Check Payment
Child Name & Week #entered on Summer Camp
Recipient Name entered on Gift Card Purchase
Guest Name entered on Guest Fee Purchase
Coupon Number entered on Corporate Benefit Coupons



8. Finishing the Sale To finish your sale click the Print Receipt Key at the bottom center of the POS Payments Screen.

Your cash drawer will now open. If necessary remove change due from the cash drawer then place any cash or checks received in your cash drawer.

Three copies of the invoice should have printed:

Accounting copy, for Accounting Department. Have the customer sign if paid by Charge to Account, Gift Card or Credit Card Payment.

Customer copy, for customer.

Instructor copy, for department the service provided.

D. Employee Purchases

1. The Alaska Club Employee Handbook, Section 303 Employee Discounts

This is an employee benefit and can be used for purchases made by the employee only. The discount applies only to purchases charged to an employee's account. The discount will not be allowed for any cash purchases. In order to receive the applicable discount and to establish proof of purchase, employees must be present for the transaction and must provide their member account numbers to the cashier.

Employees receive:

- 25% discount on pro shop items.
- 50% discount on Sunbed use
- 50% discount also applies to guest fees.
- There is approximately a 25% discount on child care and other programs and lessons.
- Discount on Personal Training sessions, amount varying by type and trainer.
- There is no discount on gift certificates.

2. The Alaska Club Employee Handbook, Section 304 Employee Purchases

In order to be entitled to charge privileges, all employees must complete the appropriate paper work authorizing THE ALASKA CLUB to deduct any charges made from bi-weekly pay checks. Employees must indicate their Club Membership number on all charge transactions.

When making any purchases at THE ALASKA CLUB, employees are not permitted to ring up their own purchases. Employees must retain their receipts for purchases of durable goods for a period of at least 60 days and must be prepared to present proof of purchase to THE ALASKA CLUB upon request.

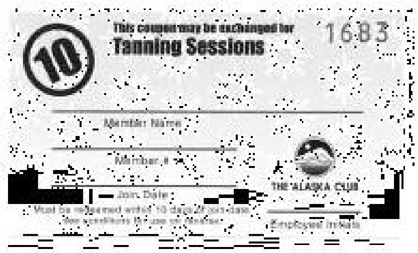
Employees may also make payments to their accounts for any charges without waiting for a payroll deduction. When making payments on their accounts, other than through payroll deductions, employees are not permitted to apply their payments to their own accounts. Doing so may lead to disciplinary action up to and including immediate termination of employment.

E. Corporate Benefit Coupons

1. Transferring Corporate Benefit Coupons to a Series Sale Package

1. At the POS Sales Screen enter the Member Account number at the Account # Field.

2. Press the Corporate Benefit Coupons quick key and select the appropriate Corporate Benefit Series. The Series Sale Search window will appear with your selection highlighted. Press Ok.



3. Press the Payments key.

4. At the POS Payments Screen press the Comment key, then enter a note including the Coupon or Punchcard #, remaining sessions, and staff initials (example: Coupon #1569, 10 tans remain, ejs). Press Ok.

5. Press the Corp Benefit Coupon Payment key. When the Payment Amount window appears press Ok.

6. Press the Print Receipt key.

7. The Series Sale redemption screen will now appear.
(1) If sessions from the Coupon or Punchcard redeemed have been used or if the member wishes to use one of their sessions now continue with the instructions for Posting Use from the Punchcard to Series.
(2) If not staple the coupon or punchcard to the Accounting copy of the invoice, and then press Exit to return to the POS Sales Screen.

Credit Card Transactions are NOT allowed when CSI is down.

F. Snooze Payment A "Snooze Payment" is a payment collected from a new member signing up through our membership department. The payment is usually to cover the new member's enrollment fee, current dues and any other fees owed at joining. Since this member does not yet have an account we post the payment to our "Snooze Payment" account to be transferred by Accounting when the member's account is set up.

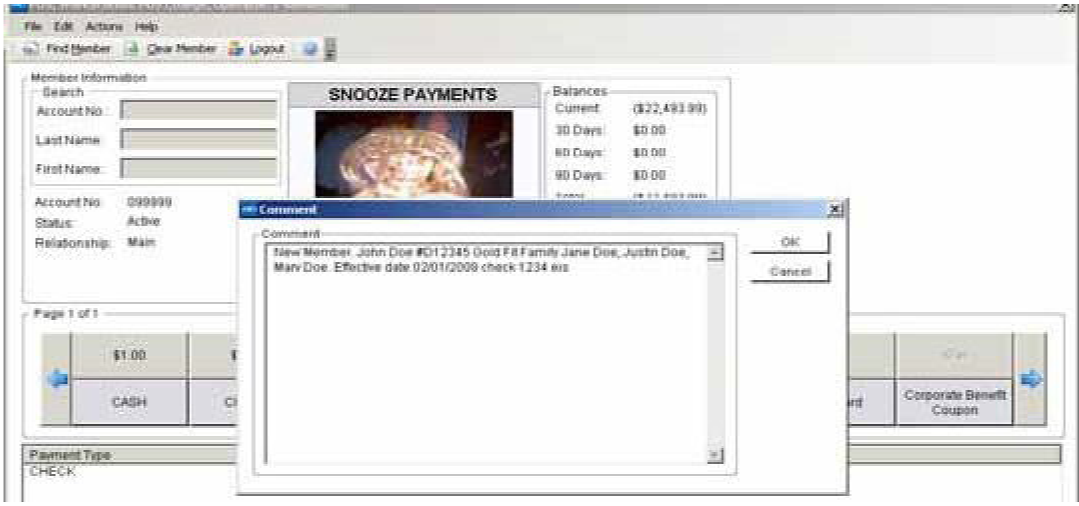
1. Entering New Member Payment Transaction

At Account #: (top left of screen) enter Snooze Payment Account **099999**.
Press **POA** key (bottom center/left of screen)

Clear Balance and Enter the amount for Payment on Account. Press **Ok**. Press **Payments** key (bottom center of screen).

Press the **appropriate payment** key and the payment should appear on line 1. Press **Comment** key (right of screen).

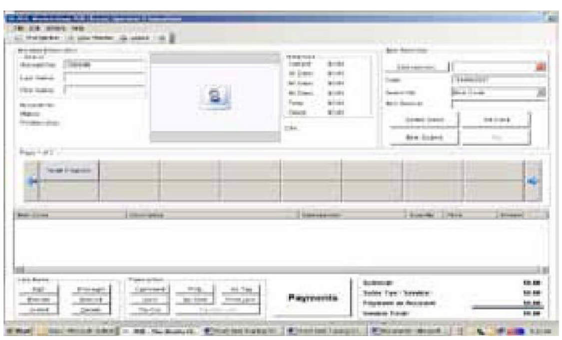
Type comment: **New member, New member's name, Membership #, Membership type, Coapplicant name, Children name, Effective Date of Membership, and then your initials**. Press **Ok**. Press **Finish** Button (bottom center of screen).

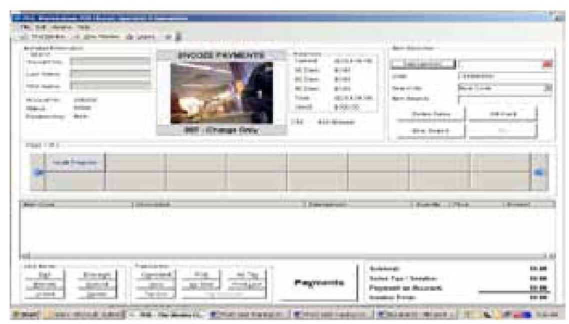


2. Entering New Member $0 Snooze Payment

1. At Account No: (top left of screen) enter account number 099999.

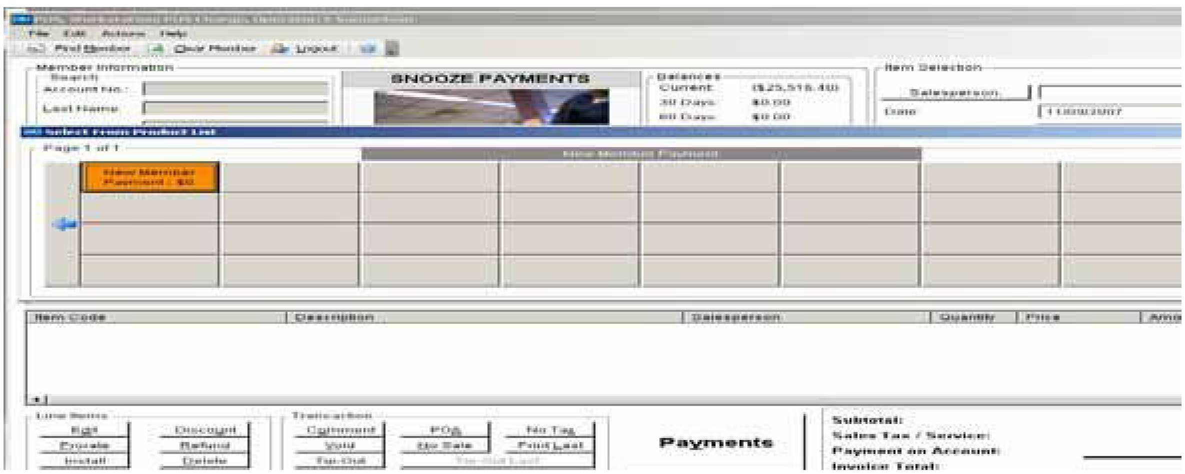
2. SNOOZE PAYMENTS account will then appear.



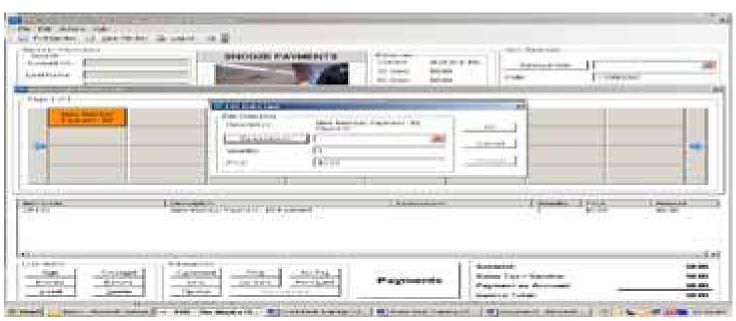


3. Select New Member Payment category quick key (You may also type CR110 in Item Search box then skip to e).

4. Select the Orange New Member Payment - $0 Payment item quick key.

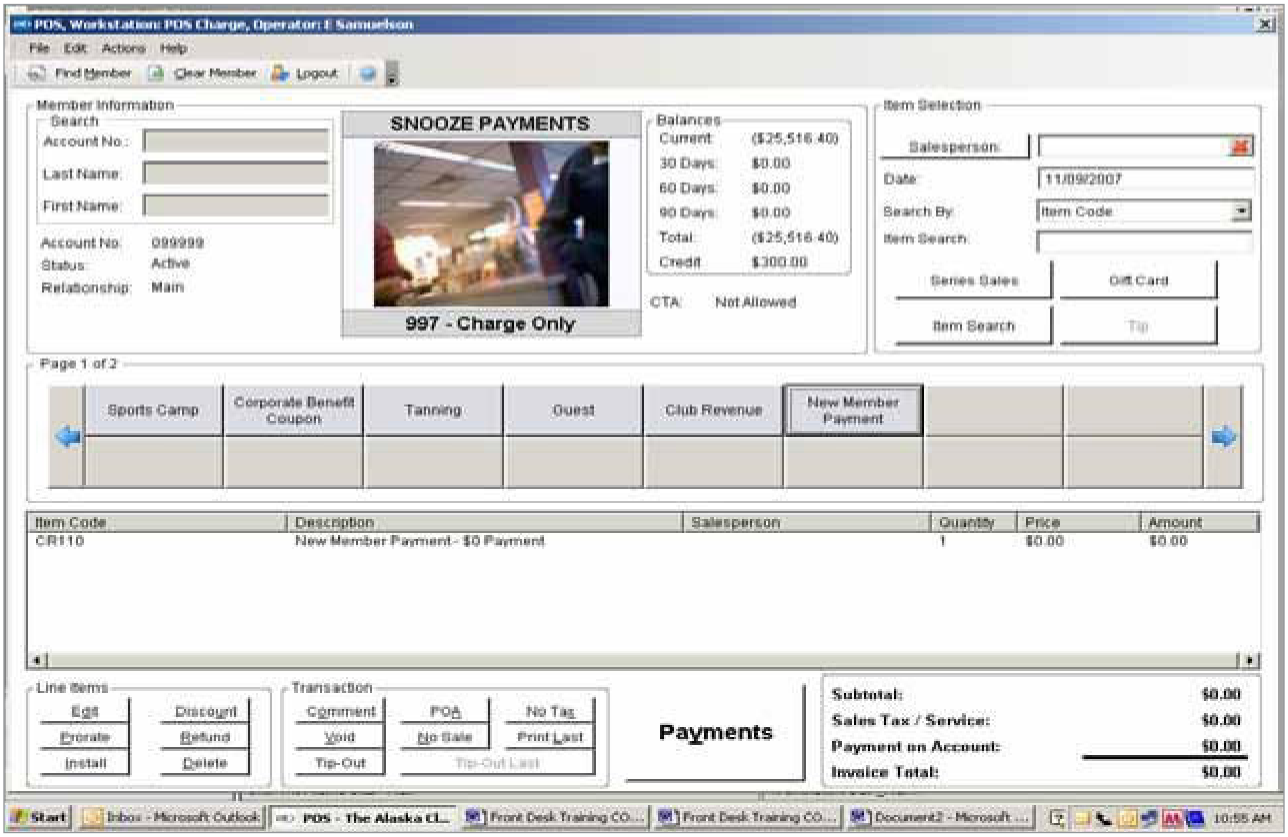


5. Edit Data Line window will appear, press OK (do not edit price $0.00).



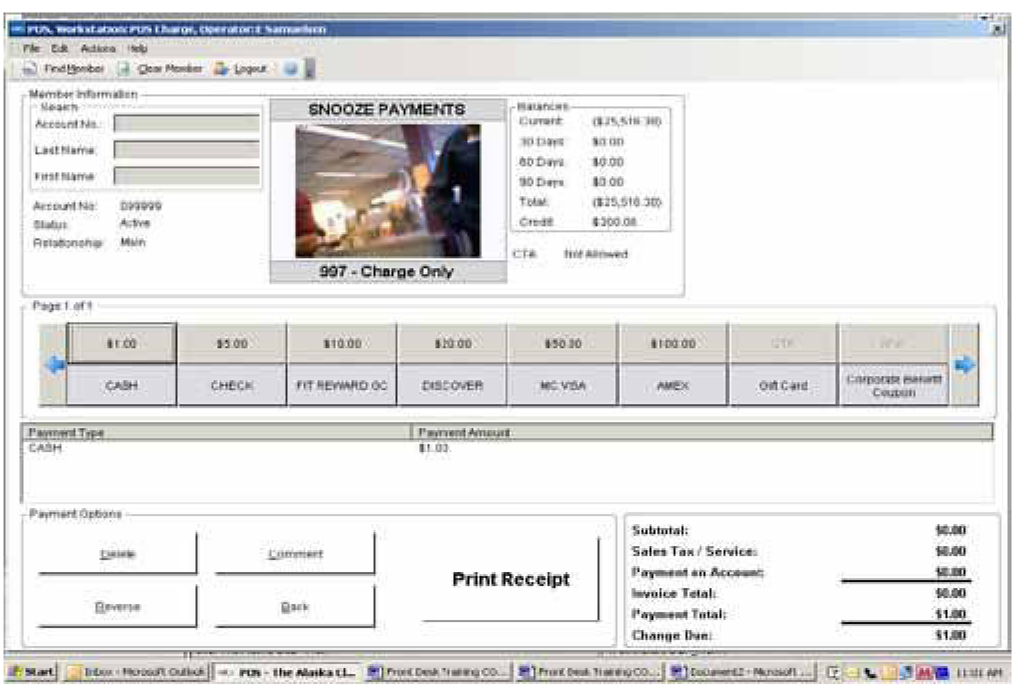
6. Item Code CR110 New Member Payment - $0 Payment should then appear on your screen. Press Payments key (bottom center of screen).

6. Item Code CR110 New Member Payment - $0 Payment should then appear on your screen. Press Payments key (bottom center of screen).



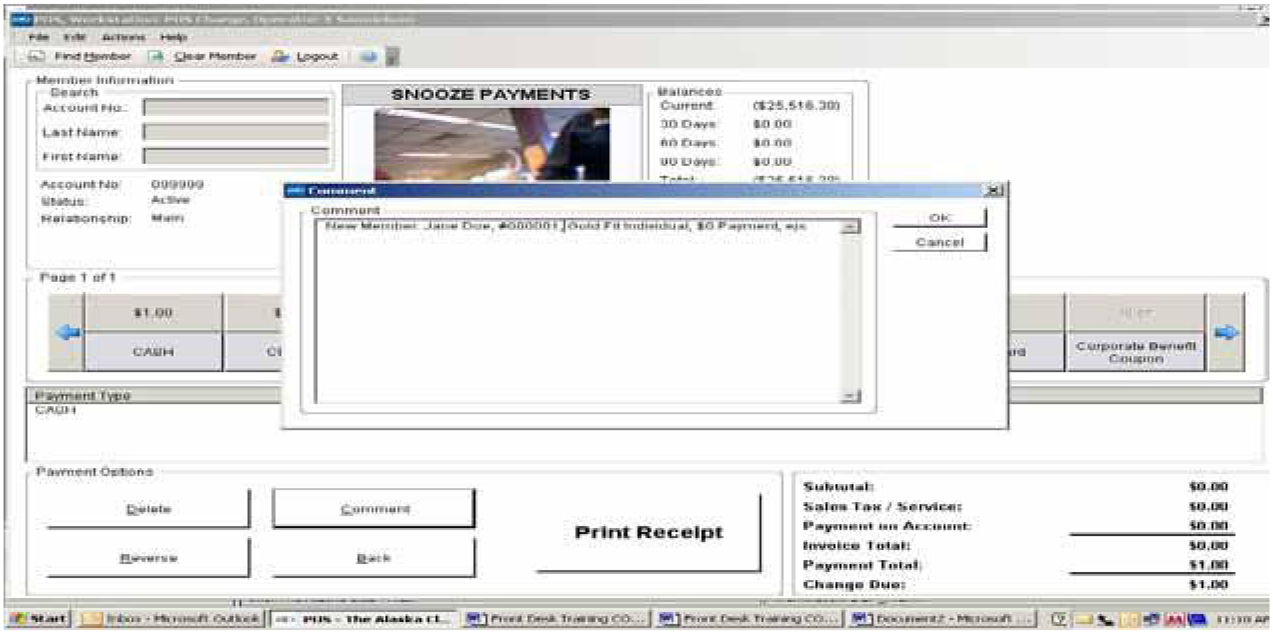
7. Press $1.00 cash payment quick key (top left of screen), $1.00 CASH payment will appear. You should also see Payment Total $1.00, Change Due $1.00 at the bottom left of the payment screen.

8. Press Comment key (right of screen).



9. Type New Member's: Name, Membership Number, Membership Type, $0 payment & your initials then Press Ok.

10. Press Print Receipt (bottom center of screen) to finish transaction



G. Reprinting Invoices Use these instructions to reprint an invoice from a transaction that was completed on your POS station. Keep in mind that this process may take a few minutes as the computer accesses the information. If you wish to reprint the invoice from the last transaction completed see **Print Last** instructions found in section **2-E**.

1. From the Main Menu press Point of Sale or from the POS Screen click Exit.

2. Click Reprint Invoice.

3. In the Enter Invoice Date field, enter the date for the invoice you want to print.

4. In the Invoice Listing area, double click on the invoice you want to print.

5. In the Transaction Listing Detail window, click Print Receipt.

6. Click Exit.

7. When finished, click Exit.

H. POS Reconciliation and Ending Shift At the end of day or at the end of shift, operators must perform POS Reconciliation. The following procedure must be used to perform reconciliation.

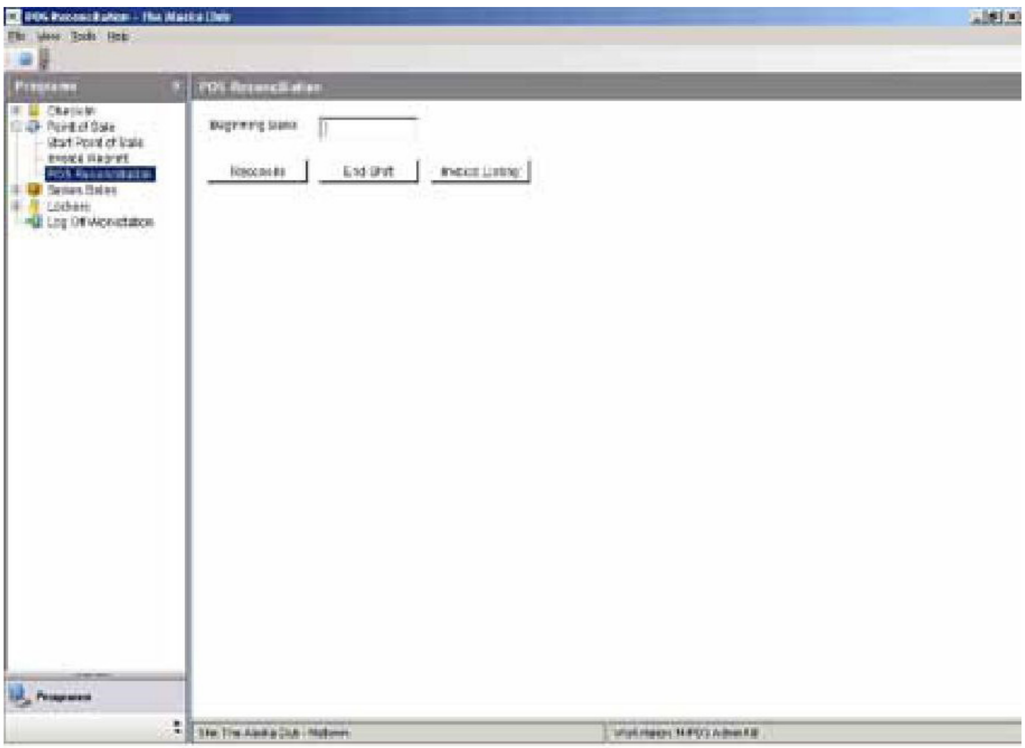
1. From the Main Menu press Point of Sale or from the POS Screen press Exit.

2. Press Reconciliation.

3. At the Beginning Bank field enter the amount in your cash drawer at the beginning of your shift.

4. Press Reconcile to print a report of the total number of invoices, total sales, and total payments for your shift.

5. After verifying that all transactions are correct, press End Shift.



I. Cash Register Balance Sheet

1. Opening Shift Column

1. Count Drawer record by denomination on first column.

2. Sign at Opened By: ____________________.

3. Note any over/short amount on Problems box top left side of Balance Sheet.

J. Reconciling Till

1. Receipts

1. Organize Receipts by Transaction Type (cash, check, club charges, gift card, Bankcard)
2. Using 10-key with receipt paper total receipts by transaction and attach receipt paper to each batch.
3. Voids must be accounted for and noted on receipt but should be pulled and attached to front of Balance Sheet.

2. CSI POS Reconciliation

1. Complete procedures for printing CSI Point of Sale Shift Reconciliation and End your shift.
2. Compare Receipt 10-key tapes to POS Reconciliation. Note any missing receipts on Balance Sheet.

3. Column A

1. Count all cash/coin in drawer and record on column A of Balance Sheet.

4. Column B

1. Leave $200 (or appropriate amount per balance sheet) in drawer. Record denominations left on Column B of Balance Sheet. Avoid leaving larger bills in drawer. Make sure in-coming shift has an appropriate supply of coin, ones & fives.

5. Column C

1. Count $ pulled from drawer and record on Column C of Balance Sheet. Compare totals in columns A, B & C. If A – B does not = C you will need to recount and find error. Use 10-key and attach receipt to cash dropped.
2. Compare $ amount from Column C to POS Reconciliation Slip. Note any over/short on Balance Sheet and provide explanation if possible.

6 Checks

1. Using 10-key total all checks and attach receipt paper to batch. Record total on Balance Sheet.
2. Compare $ amount checks to POS Reconciliation Slip. If not same find error by comparing checks to receipts. Pull any receipts that have incorrect amounts and attach to Balance Sheet with note to Accounting for correction.

7. Bankcard

1. Compare $ amounts Mastecard/Visa, American Express & Discover totals to POS Reconciliation Slip. Record totals on Balance Sheet.

8. Charges to Accounting

1. Compare $ amount charge to account receipts to POS Reconciliation Slip. Record totals on Balance Sheet.

9. Gift Card, Corporate Benefit Coupons, New Member Coupons

1. Verify all Gift Cards & Coupons redeemed are attached to the appropriate receipts. *not all Gift Card receipts will have Gift Cards attached, only those with 0 balance remaining on card.
2. Compare $ amounts Gift Card & Coupon totals to POS Reconciliation Slip. Record totals on Balance Sheet.

10. Voids and Manual Charges to Account

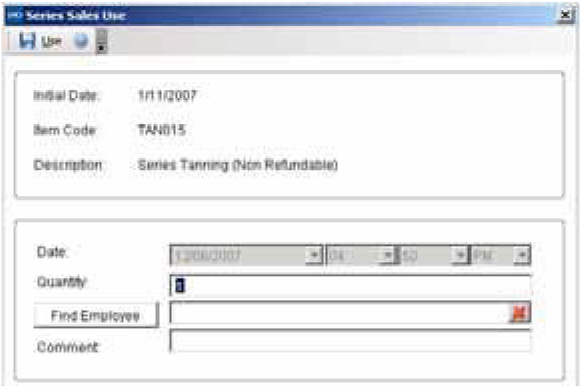
1. Review manual charges to account, check that information is correctly noted (member name, member #, Item #, etc.)
2. Note any voids or manual charge on Balance Sheet.

11. Drop Deposit

1. Complete top portion of Balance Sheet & get MOD signature. *Be sure to include Drop Bag # and to list others working the till during your shift.
2. Attach all Manual receipts, Voids, etc to Balance Sheet.
3. Drop Bank Bag in safe. If your location has a Drop Bag Log sheet please make sure to enter on the log sheet before dropping in the safe.

K. Series Sale Redemption Each time a member wishes to redeem a session/visit from their Series Sale Package a Series Use must be posted. To post a Series Use click on the Series Sale key at the top -right of your POS screen. The Series Sale Screen will now appear, listing available Series Sale Packages.

Click on the appropriate Series, then press the **Use** key at the bottom center of the Series Sales screen. The Series Sales Usage Window will appear. Leave date and time of day fields as they are. Enter the Quantity Used (if more than 1) and a Comment appropriate to the Series type (see below), and then press the Save and Exit key.



Comments for Series Use should include:

1. Tanning: Bed #, Length of Tanning Session, Staff Initials. (example: S Hex #1, 15 minutes, ejs)
Pull Series Use from Series Sales ONLY if unable to do so through Scheduler.
2. Playcenter: Date, name of children, Staff Initials. (example: E 10/1/15, Kelsi & Emma, ejs)
3. Personal Training: Click on Find Employee- search for and select correct personal trainer, Comments, add Date & Time of training session,Staff Initials. (example: 10/1/2015 6pm ejs)
4. Guest Visits: Guest Name, Staff Initials. (example) Guest Doris Anderson, ejs)

L. Pro Shop Item Returns Policy and Forms

1. Exchange

a. A member may return any unused Pro Shop apparel (tags intact) in exchange for same item of different size. Pro Shop return forms are not required for ex changes of this type.

2. Return: used items

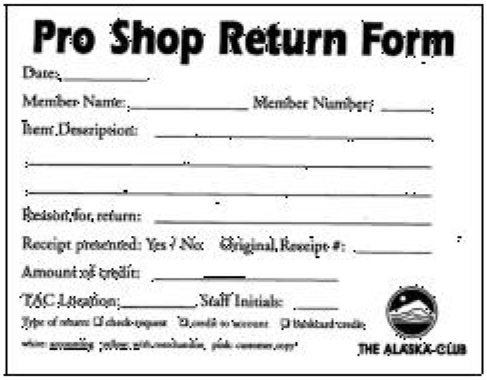
a. Swim Suits and tanning lotions are non-refundable.
b. Refunds for used/defective items must be sent to the Operations Manager, not Member Accounting. All refunds of this nature are subject to review.
c. A contact phone number is required for all returns of used/defective items. If the item is not refundable the member will be contacted and item returned.

3. Return: 1 or more days after purchase

a. A customer may return the item for credit to their Alaska Club account, check refund or credit card refund.
b. Complete a Pro Shop Return Form providing the following information:
1. Member Name
2. Member Number (non-member refunds must include address and phone number)
3. Item # and description
4. Reason for return
5. Receipt present yes/no.
6. Original receipt #. Attach the receipt to the white copy of the return form. If the member wishes to retain the receipt: circle and initial by the items returned then make a copy of the receipt to attach to the return form.
7. Total $ amount of refund
8. TAC location returned

9. Staff initials / date
10. Circle refund type:

Cash or Check purchase = Refund Check
Charge to Account purchases = Credit to Account
Credit Card purchase invoice = Credit Card refund



Pro Shop Return Form

Date: ______

Member Name: ______ Member Number: ______

Item Description: ______

Reason for return: ______

Receipt presented: Yes / No Original Receipt #: ______

Amount of credit: ______

TAC Location: ______ Staff Initials: ______

Type of return: ☐ check request ☐ credit to account ☐ bankcard credit

white: accounting, yellow: with merchandise, pink: customer copy

THE ALASKA CLUB

M. Pro Shop Item Returns Policy and Forms

1. Top Copy (white), forward to Accounting Office with your drop.
2. Middle Copy (yellow), forward to Operations Manager with returned item.
3. Bottom Copy Member

Instruct member to retain their copy until the receive documentation that refund has been processed (received refund check by mail, membership statement or credit card statement showing credit posted).

N. Return: same day and club as purchased

1. Item must be returned unused and with tags intact.

2. Cash, Charge to Account & Credit Card transactions may be VOIDED as long as member has receipt showing the item was purchased earlier that day.
    1. Pull accounting invoice or reprint receipt if transaction occurred on a previous till.
    2. Write VOID across accounting invoice and note on back of invoice the reason for return (RETURNED - wrong size, changed mind, defective, etc.). Have member sign back of invoice below reason returned.
    3. Cash purchases may be refunded directly from till. Charge to Account and Credit Card refunds Credit will be processed to the membership account or Credit Card on the following business day by the Accounting Dept.

3. Check transactions must follow the same procedures as Returned 1 day or more after purchase.
    1. Exception: purchased same till and able to retrieve check from current drawer. Follow same instructions as cash transaction refund.

Copies of the Pro Shop Return Forms are available on myTACnet. Let your Operations Manager know when you running low so than they can order new forms from the Marketing Department.

PROGRAM

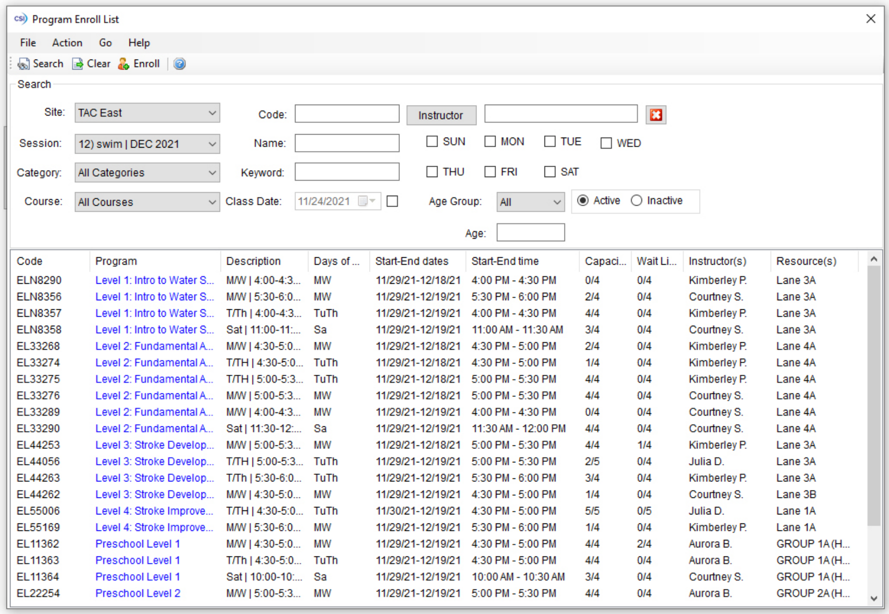
REGISTRATION

V. Program Registration

1. Close POS screen

2. On the left-had column, click on Program Registration. A drop tab will open – click on Enroll.

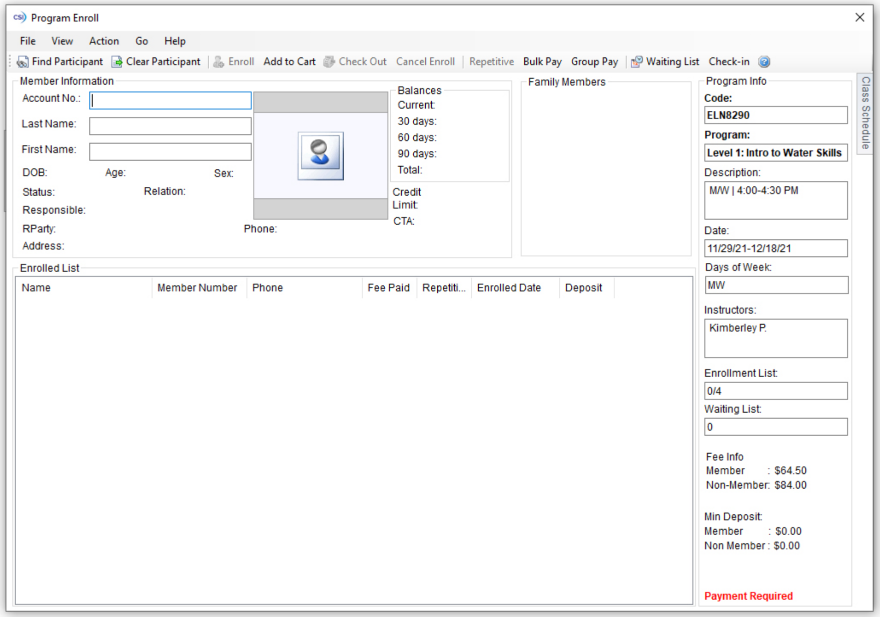
3. Make sure you select the correct site (East, South, West, etc) for which the class is held. As well as the correct category (Dance, Martial Arts, etc)

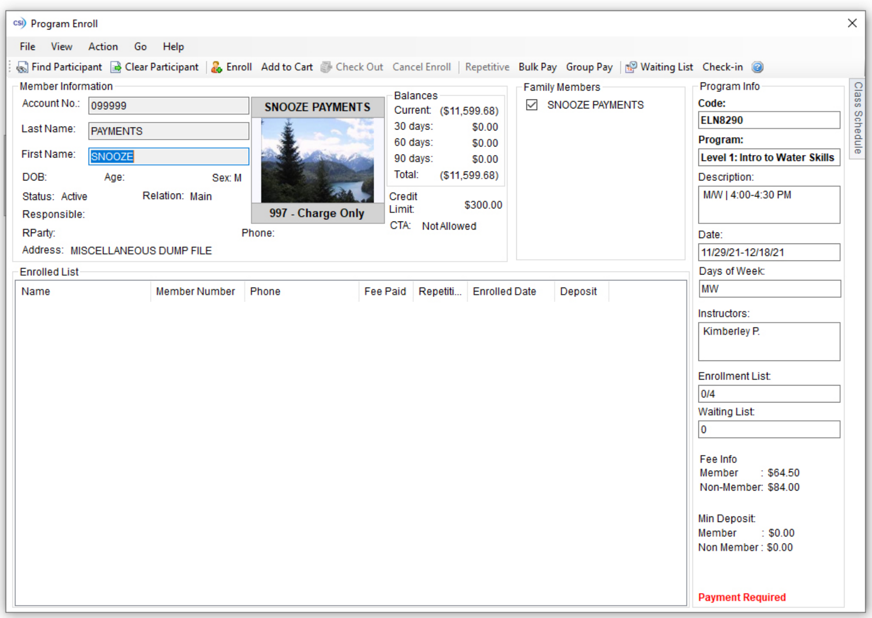


Code	Program	Description	Days of ...	Start-End dates	Start-End time	Capaci...	Wait Li...	Instructor(s)	Resource(s)
ELN8290	Level 1: Intro to Water S...	M/W | 4:00-4:3...	MW	11/29/21-12/18/21	4:00 PM - 4:30 PM	0/4	0/4	Kimberley P.	Lane 3A
ELN8356	Level 1: Intro to Water S...	M/W | 5:30-6:0...	MW	11/29/21-12/19/21	5:30 PM - 6:00 PM	2/4	0/4	Courtney S.	Lane 3A
ELN8357	Level 1: Intro to Water S...	T/Th | 4:00-4:3...	TuTh	11/29/21-12/19/21	4:00 PM - 4:30 PM	4/4	0/4	Kimberley P.	Lane 3A
ELN8358	Level 1: Intro to Water S...	Sat | 11:00-11:...	Sa	11/29/21-12/19/21	11:00 AM - 11:30 AM	3/4	0/4	Courtney S.	Lane 3A
EL33268	Level 2: Fundamental A...	M/W | 4:30-5:0...	MW	11/29/21-12/18/21	4:30 PM - 5:00 PM	2/4	0/4	Kimberley P.	Lane 4A
EL33274	Level 2: Fundamental A...	T/TH | 4:30-5:0...	TuTh	11/29/21-12/18/21	4:30 PM - 5:00 PM	1/4	0/4	Kimberley P.	Lane 4A
EL33275	Level 2: Fundamental A...	T/TH | 5:00-5:3...	TuTh	11/29/21-12/18/21	5:00 PM - 5:30 PM	4/4	0/4	Kimberley P.	Lane 4A
EL33276	Level 2: Fundamental A...	M/W | 5:00-5:3...	MW	11/29/21-12/18/21	5:00 PM - 5:30 PM	4/4	0/4	Courtney S.	Lane 4A
EL33289	Level 2: Fundamental A...	M/W | 4:00-4:3...	MW	11/29/21-12/19/21	4:00 PM - 4:30 PM	0/4	0/4	Courtney S.	Lane 4A
EL33290	Level 2: Fundamental A...	Sat | 11:30-12:...	Sa	11/29/21-12/19/21	11:30 AM - 12:00 PM	4/4	0/4	Courtney S.	Lane 4A
EL44253	Level 3: Stroke Develop...	M/W | 5:00-5:3...	MW	11/29/21-12/18/21	5:00 PM - 5:30 PM	4/4	1/4	Kimberley P.	Lane 3A
EL44056	Level 3: Stroke Develop...	T/TH | 5:00-5:3...	TuTh	11/29/21-12/19/21	5:00 PM - 5:30 PM	2/5	0/4	Julia D.	Lane 3A
EL44263	Level 3: Stroke Develop...	T/Th | 5:30-6:0...	TuTh	11/29/21-12/19/21	5:30 PM - 6:00 PM	3/4	0/4	Kimberley P.	Lane 3A
EL44262	Level 3: Stroke Develop...	M/W | 4:30-5:0...	MW	11/29/21-12/19/21	4:30 PM - 5:00 PM	1/4	0/4	Courtney S.	Lane 3B
EL55006	Level 4: Stroke Improve...	T/TH | 4:30-5:0...	TuTh	11/30/21-12/19/21	4:30 PM - 5:00 PM	5/5	0/5	Julia D.	Lane 1A
EL55169	Level 4: Stroke Improve...	M/W | 5:30-6:0...	MW	11/29/21-12/19/21	5:30 PM - 6:00 PM	1/4	0/4	Kimberley P.	Lane 1A
EL11362	Preschool Level 1	M/W | 4:30-5:0...	MW	11/29/21-12/19/21	4:30 PM - 5:00 PM	4/4	2/4	Aurora B.	GROUP 1A (H...
EL11363	Preschool Level 1	T/Th | 4:30-5:0...	TuTh	11/29/21-12/19/21	4:30 PM - 5:00 PM	4/4	0/4	Aurora B.	GROUP 1A (H...
EL11364	Preschool Level 1	Sat | 10:00-10:...	Sa	11/29/21-12/19/21	10:00 AM - 10:30 AM	3/4	0/4	Courtney S.	GROUP 1A (H...
EL22254	Preschool Level 2	M/W | 5:00-5:3...	MW	11/29/21-12/19/21	5:00 PM - 5:30 PM	4/4	0/4	Aurora B.	GROUP 2A (H...

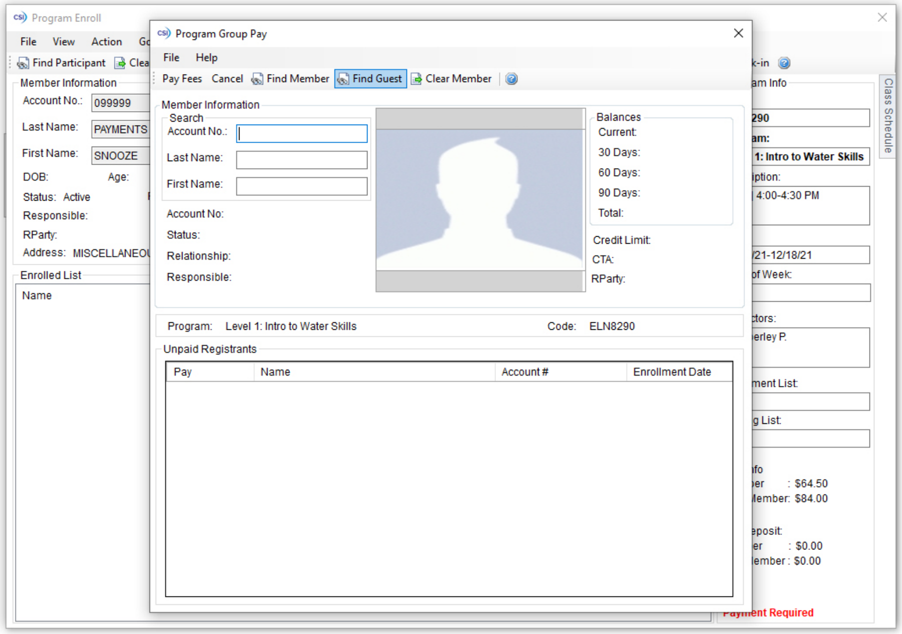
4. Once you have selected the correct class, click Enroll. You will then be taken to the Program Enrollment page. Find the member that will be participating in the class.

5. After member is found, click Enroll at the top of the screen. You will then see the member's info transferred to the enrolled list.



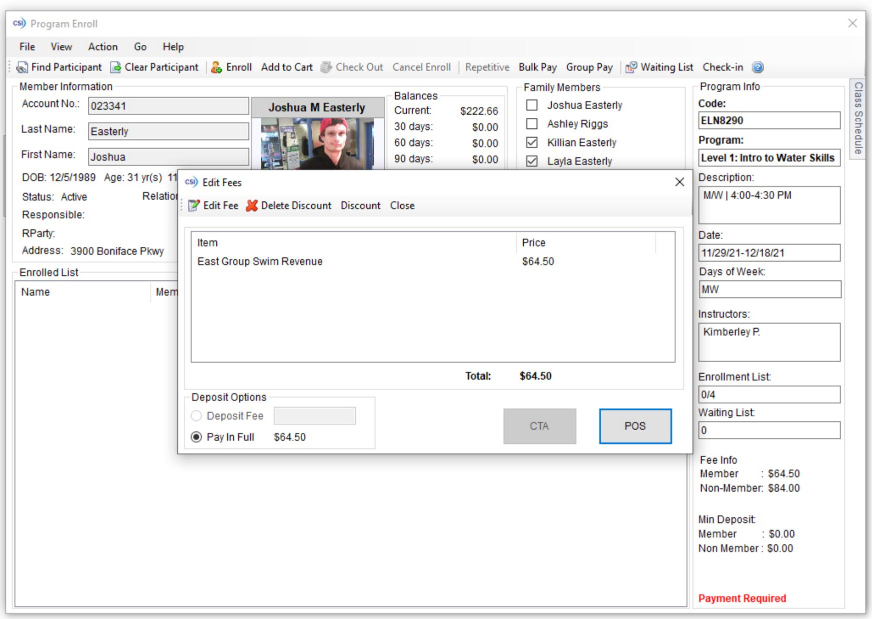


6. If the member doesn't have charging privileges but the main member on the account does, or if multiple members on the account are taking classes, you must click the Group Pay button at the top right of the screen.



7. Put the member's info in to pull up the account and select which unpaid registrants that will be paid.

8. Once you have them all selected, click the Pay Fees button in the top left and it will take you to the POS screen.



9. Process payment as you normally would, via check, cash, charge, etc.

10. Make sure that the member is on the enrolled list as paid.

11. A schedule of the classes they register for will print on the receipt printer after the three invoices. Be sure to give this to the member as it shows all the class dates and times.

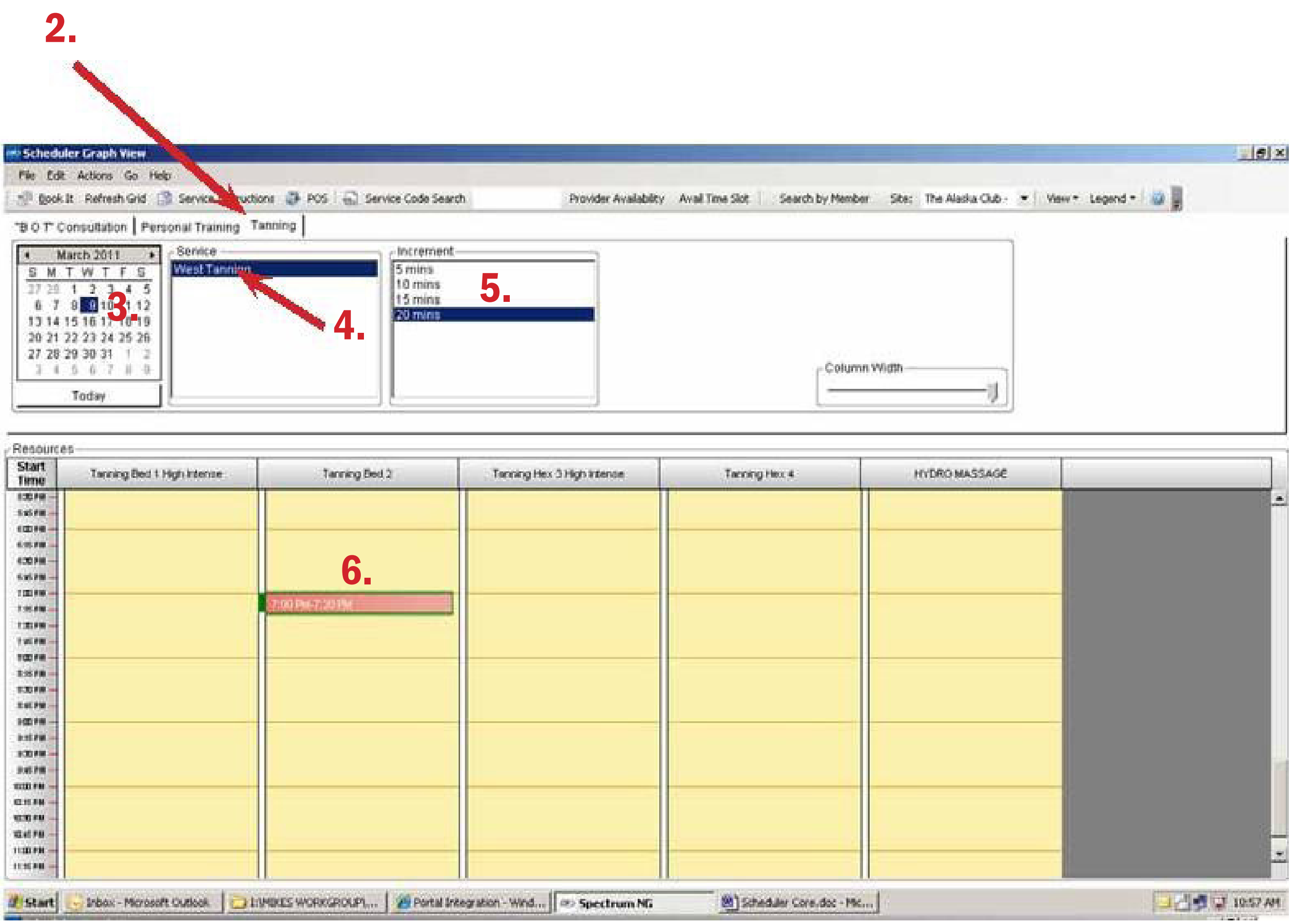
SCHEDULING

RESERVATIONS

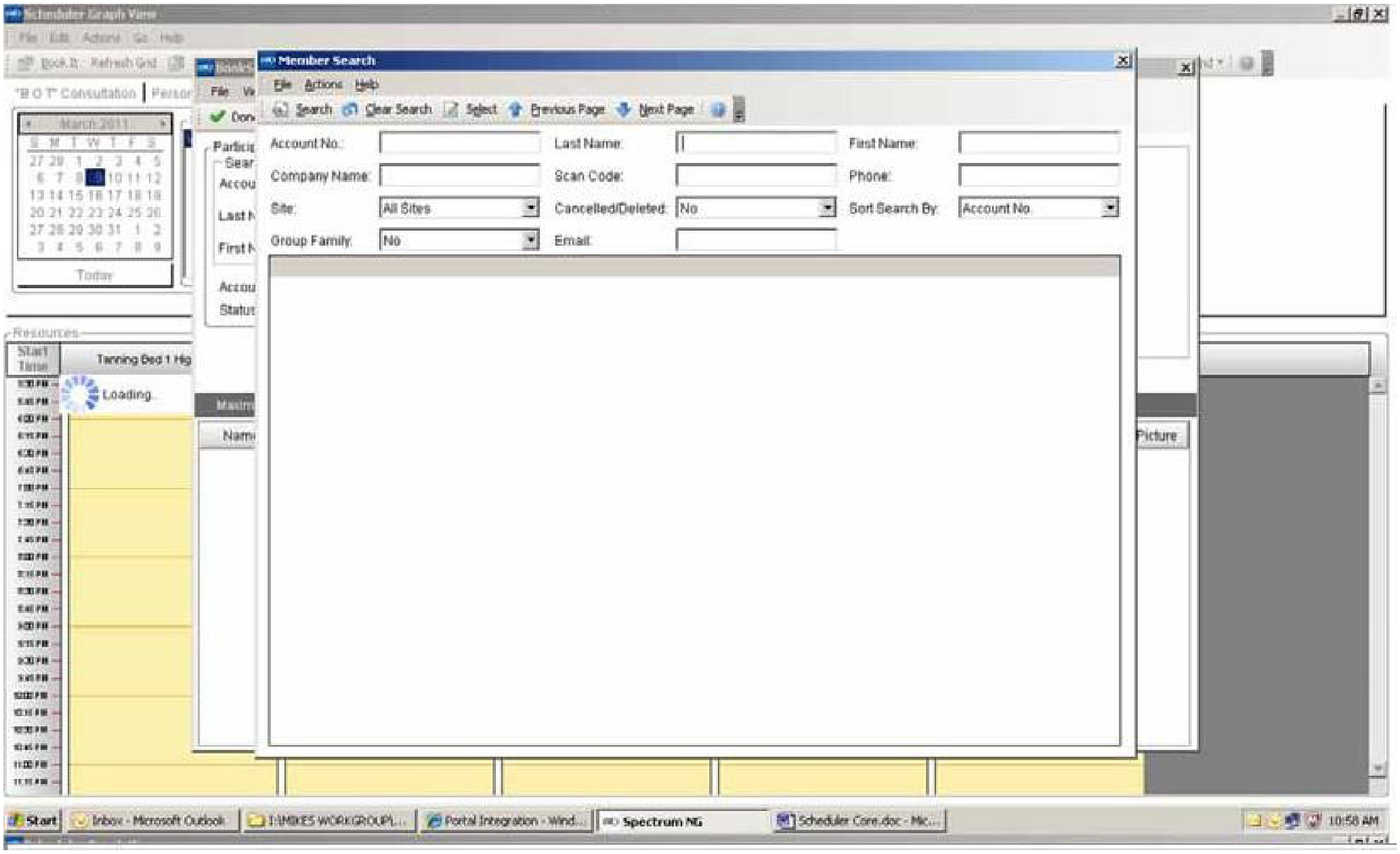
VI. Scheduling Reservations

Use the following procedure to book an appointment in scheduler.

1. From the programs menu, expand Scheduler and click Graph View.
2. Select the tab with the category of the service you want to book.
3. Select the date of the appointment in the calendar.
4. In the Service section, select a service.
5. In the Increment section, select the amount of time the appointment will last.
6. Select time slot with mouse pointer and double click.

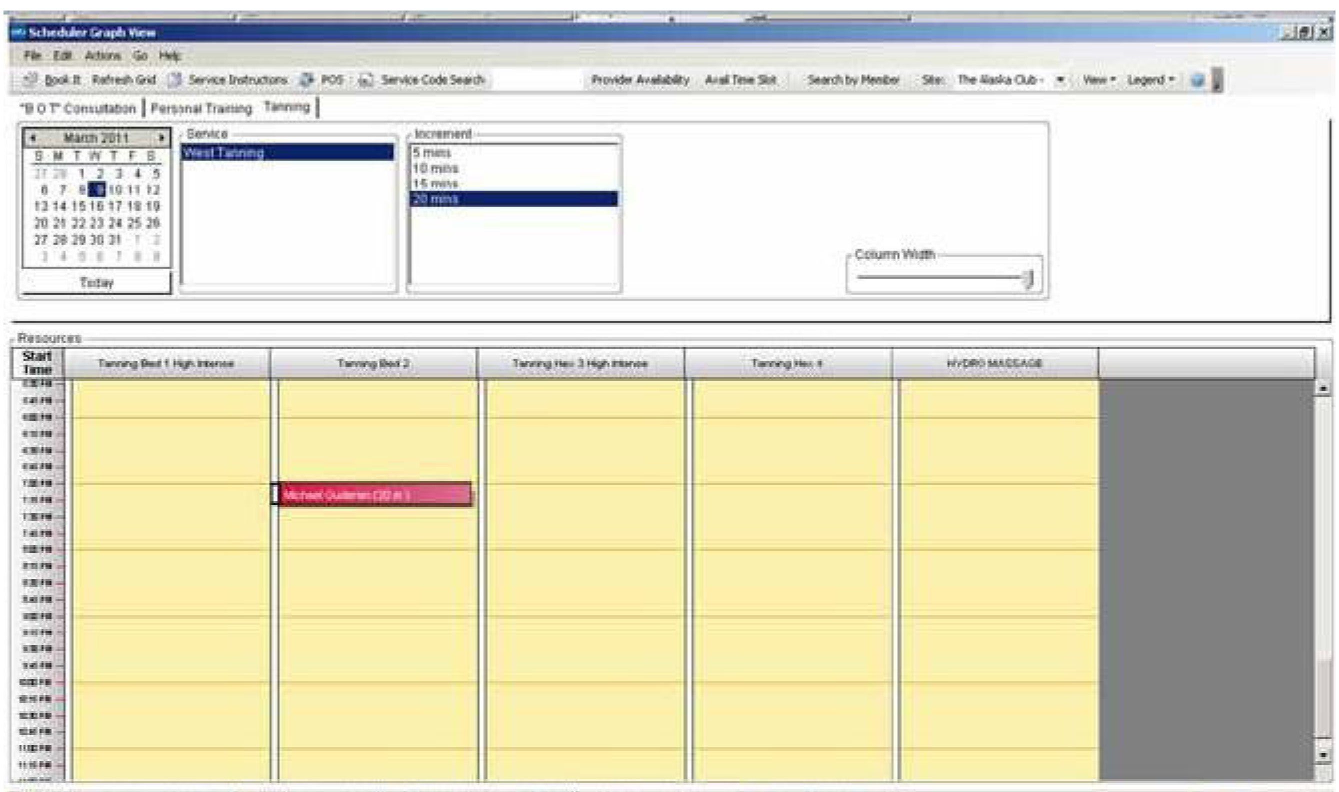


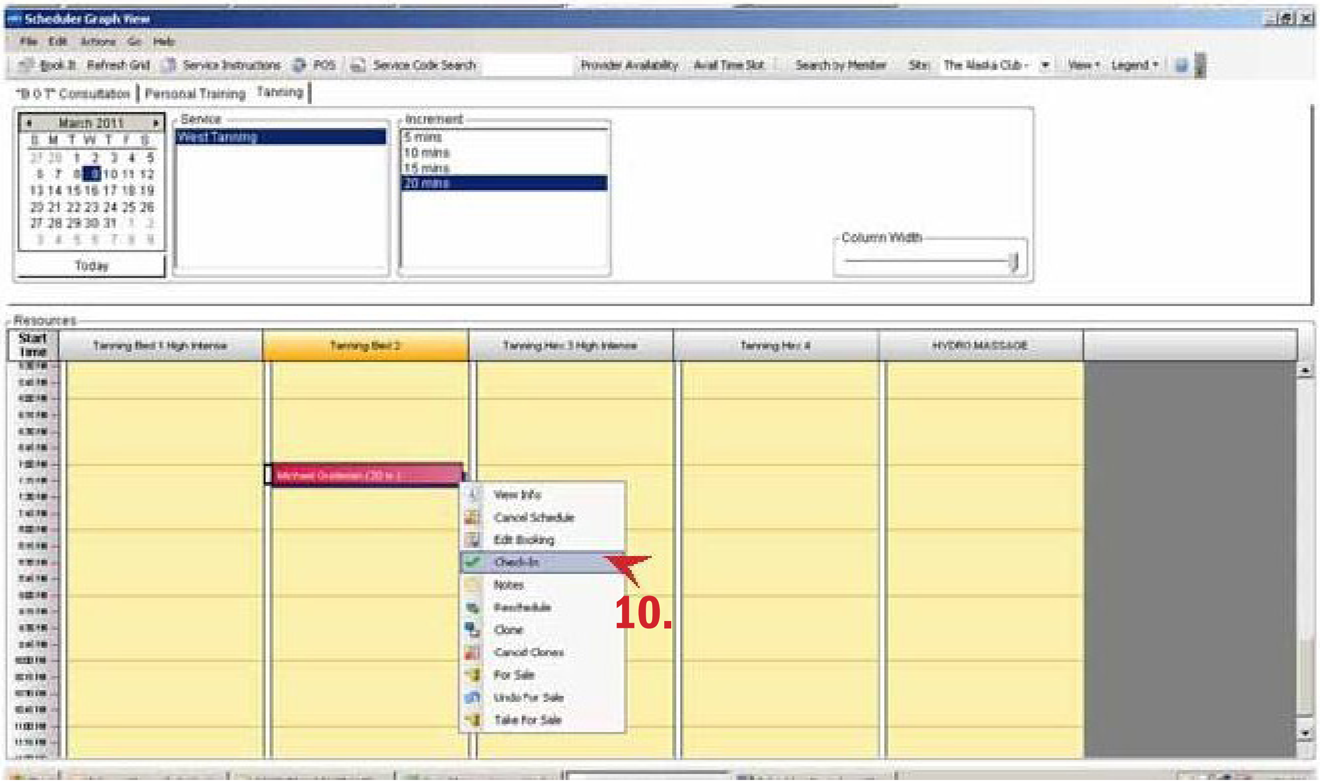
7. When Member Search screen comes up, locate member by account number, scan code, or name.



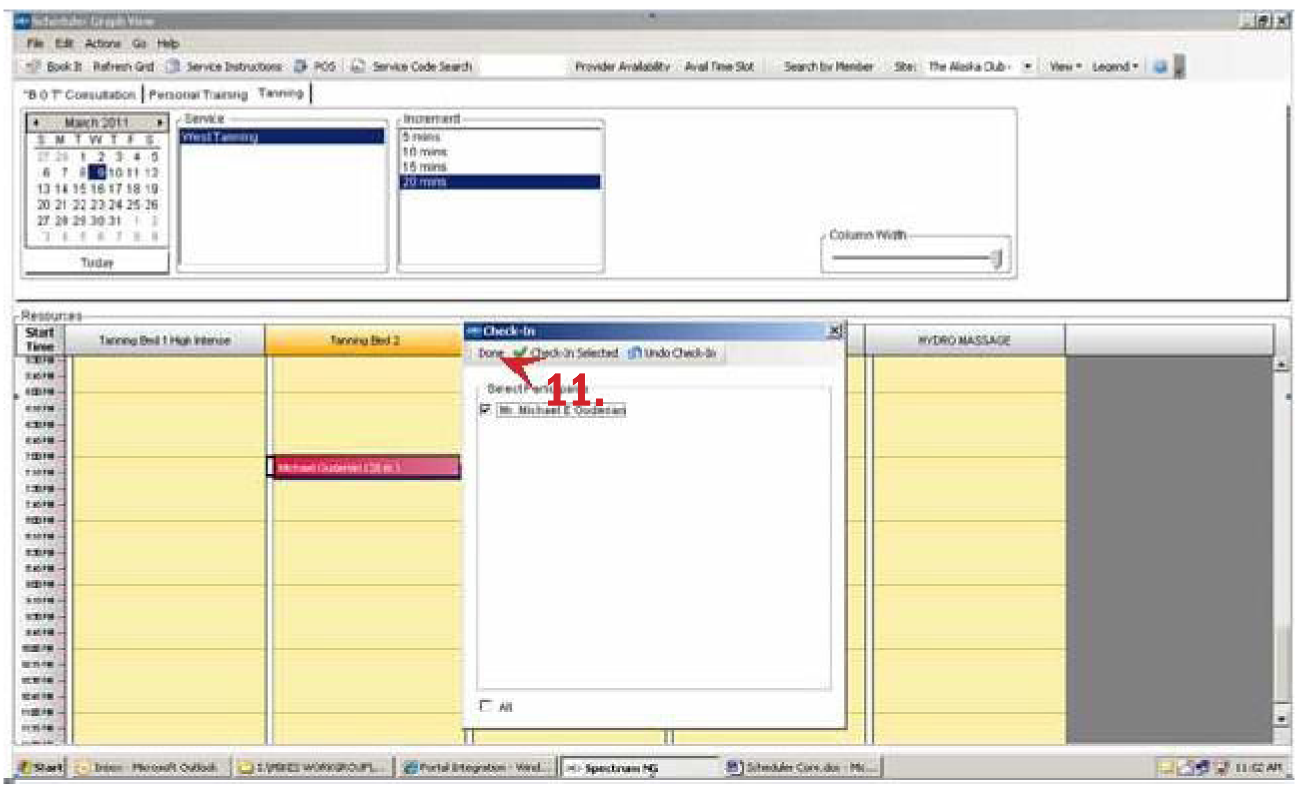
8. When member is selected, click Done.

9. The members name will then appear in the timeslot, confirming that the appointment has been booked.





10. To check a member in for a reservation, right click the time slot and select Check in. Select member name and click Check-in Selected, then click Done.



11. To cancel a reservation, right click the time slot and select Cancel Schedule. Reservations can only be canceled in accordance with the 4-hour cancellation policy- or by Manager Credentials/Approval in CSI.

MEMBERSHIP

P L U S

VII. Membership Plus

Membership Plus "The Way it Works"

A. Here's how it works: The Membership Plus bundle package upgrade is available to all active members that would like to purchase the offered services for a set monthly fee:

First User/Account @ $35/month		Additional User/Account @ $20/month each
UV Tanning only	Unlimited	Unlimited
Hydro Massage	Unlimited	Unlimited
DVD Rentals	Unlimited (1 per day, 1 at a time)	Unlimited (1 per day, 1 at a time)
Guest Passes	2 per month	1 per month
Pro Shop Discounts	10% off regular price	10% off regular price
Massage Discount Provided by licensed massage therapists.	$35 for one hour session	$35 for one hour session
Child Care 2 hour limit per visit. Late fees apply.	$20 unlimited use, Per child/per month	$20 unlimited use, per child/per month

The "Membership Plus" bundle package is sold on an individual basis. The pricing structure is $35 per month for the first package purchased on an account and then $20 for each additional package purchased on the same account. Members must commit to a 6 month minimum agreement term and must provide written notice to cancel the repetitive charge that will be billed to their account. The package offerings are non transferable and can only be used by the person that has the series sales posted to their individual account.

Employees of The Alaska Club do not receive a discount on this package. In addition, the 10% pro shop discount is not added onto the 25% employee discount that is currently offered.

Member Support Desk:

B. How to sell the "Membership Plus" package: The bundle services will be tracked and used through the series sales module of the point of sale. An active individual member may purchase the bundle package at the front desk of any The Alaska Club locations. At the point of sale, pull up the individual's account and verify that the picture matches the person requesting the purchase. An enrollment form must be filled out at this time by the main member on the account. The form's purpose is to notify the member of the 6 month agreement, the repetitive charge, and the 30 day cancellation notice. The primary member must authorize and sign up any other person on the account that would like to have access to the services. You may not activate a bundle series package until the proper authorization is received. The form is printed in duplicate. The yellow copy should be given to the member, and the original white copy needs to be stapled to the receipt and turned in with the daily drop.

Steps to activate the Membership Plus package on a member's account

1.Type in the requesting member's account number at the point of sale. You must have the correct account opened to apply the series sales to the appropriate member.
2. Look for the "Membership Plus" quick key button on the point of sale screen and click
3. For the primary user (1st user), click on the Membership + 1st Account tab. This will charge $35 to the member account and should be collected at the point of sale.
4. For each additional person on the same member account requesting access to the Membership Plus package, you will repeat steps 1 and 2 and then perform step 5. Be sure to have the correct member account open.
5. For the additional users, click on Membership + addt'l users tab. This will charge $20 to the member account and should be collected at the point of sale. ***The primary member on the account must sign the enrollment form prior to activating any additional users on the membership account.**
6. Collect payment for the transactions by CTA, Cash, or Credit Card payment.
7. Take the white copy of the enrollment form that is completed and staple the receipt to it. The completed forms are dropped with your deposit at the end of your shift.

How to apply member uses to their accounts: Individuals that have purchased the Membership Plus bundle package may utilize services by redeeming the allocated uses from the series sales posted to their personal member account number. Multiple members on an account may not transfer uses or share Membership Plus accounts. The Membership Plus series sales must be posted to the users account for the transaction to occur. (EX. A husband may not use any of the services offered in the bundle package that has been purchased by his wife. She is the only authorized user and is paying $34/month for the services. For the husband to have an account, he must have his wife complete an enrollment form with his name on it and activate the services on his account. Since he is an additional user on the same account, his monthly fee will be $20.)

For new bundle users(the first bundle package sold for $35 on an account), the series sales will be posted to the account with 180 tanning sessions, 12 DVD rentals, 12 guest visit passes, and 180 Hydro visits. For addition users($20 add on packages) on an account, the number of uses will be 180 tanning sessions, 6 DVD rentals, 6 guest visit uses, and 180 Hydro visits. The numbers of uses posted to the member's account are for the first 6 months of the agreement. It is possible that a member may use all of their DVD and guest privileges in the first couple months of the agreement.

When a member comes in to use a series sale service: (Tanning, Hydro, Guest Fee, DVD rental, Pro Shop purchase)

1. Ask if the member has upgraded to the Membership Plus level. If not, briefly explain what the program is and point to the marketing information that is located at the front desk. If they do not want to purchase the Membership Plus plan, go ahead and process the series sale transaction as you normally would by redeeming a use off their account
**Note: We are still selling the normal series sales packages. They will be available to members that do not want to purchase the Membership Plus package. Be careful to post and redeem uses with the proper series sales buttons.*

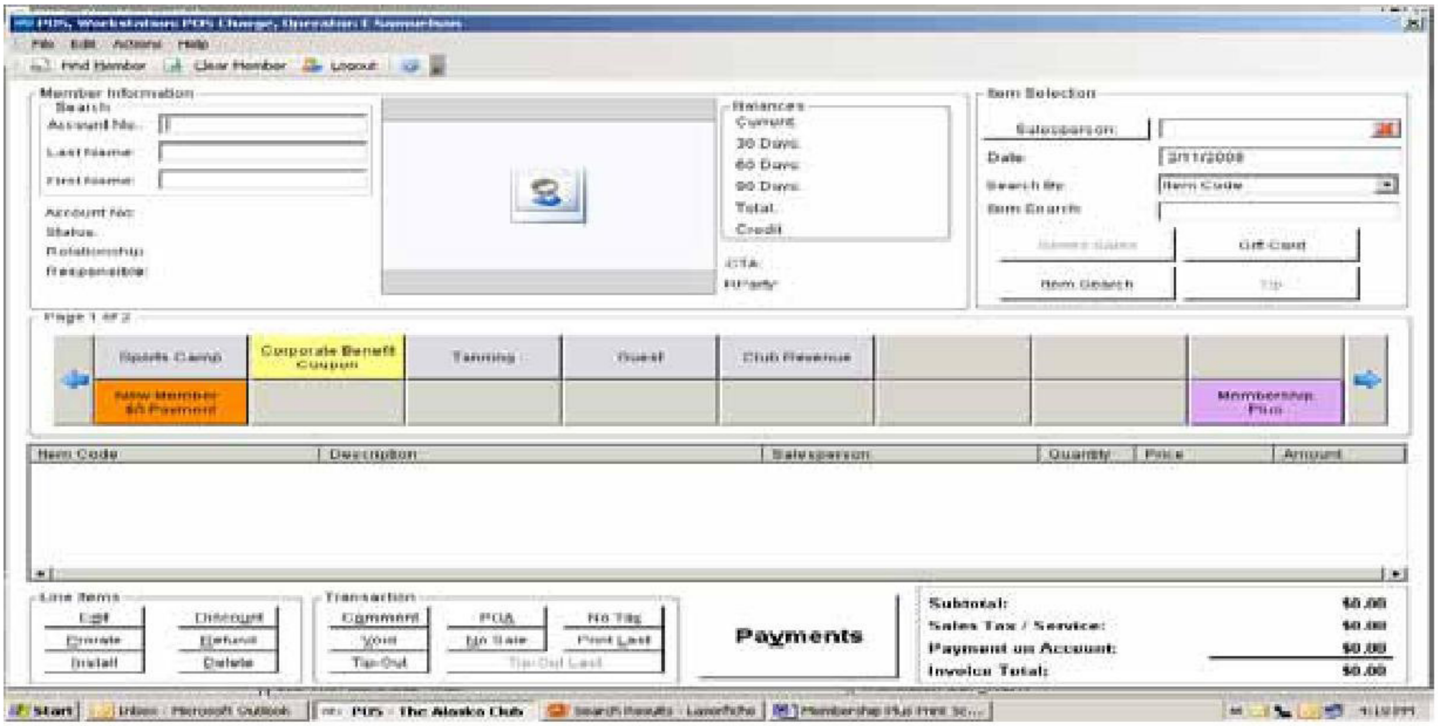
2. If they are a Membership Plus member, verify that the individual's picture matches the person standing in front of you. Then, bring up the appropriate series sale package and process the use as you would on a normal series. Make notations about the use in the comment box.

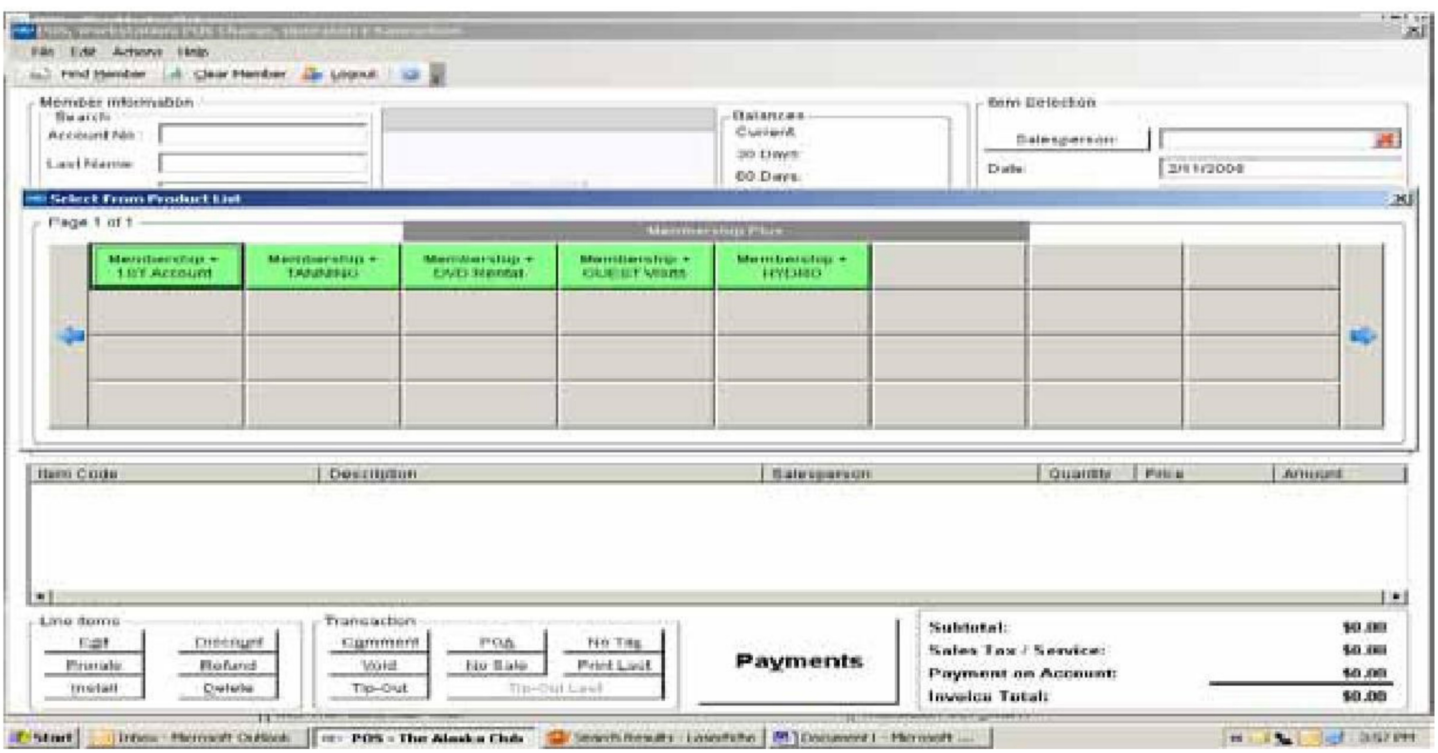
3. If a bundle package member is requesting the Pro Shop discount, you must follow the procedures in step 2 and verify that the individual does have the package privileges. Once this is done, you may apply a 10% discount to all regularly priced Pro Shop items. The discount button is identified as the Mbsp + Discount Key. Make a note in the comment box that the member received the Membership Plus pro shop discount. Pro Shop discounts apply to all tanning, clothing, watches, and accessory items that are regular price. The discount does not apply to any other discounted item. Employees do not receive the 10% discount in addition to the 25% employee discount that is currently offered.

***THE GOOD LIFE OR MEMBERSHIP PLUS PACKAGE IS NOT TRANSFERABLE TO OTHER USERS ON A COUPLE OR FAMILY ACCOUNT. THE MEMBER THAT HAS THE SERIES SALES POSTED ON THEIR ACCOUNT MUST BE THE USER OF THE SERVICE.**

How to cancel the bundle package repetitive charge: Members that sign up for this service plan have committed to a 3 month minimum commitment time. To cancel, the member must complete the 30 day written cancellation request form and turn it in at any The Alaska Club locations. Once the form is completed and signed, give the member the pink copy and return the white copy to member accounting at East. All enrollment and cancellation forms should be dropped with the till at the end of the day.

If you have any questions, speak with your supervisor or General Manager.



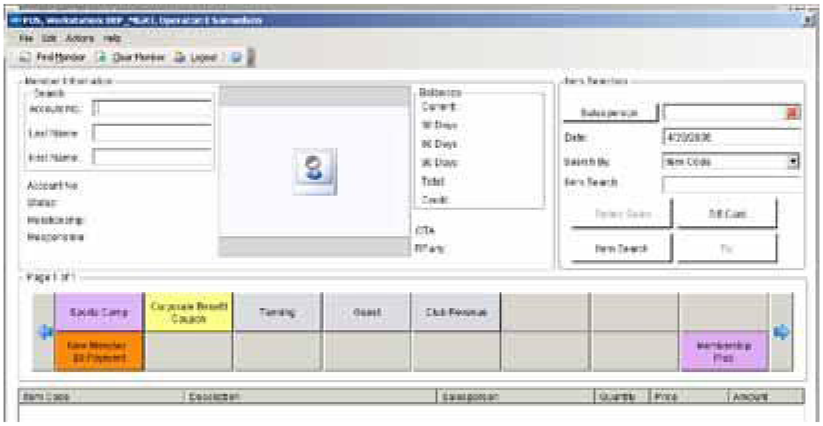


Procedures for selling Membership Plus to existing members.

NEVER EDIT QUANTITY OR PRICE ON THE MEMBERSHIP PLUS.

First User

1. Enter member Account Number. Verify picture and name on account if no picture on account take one now, must have photo on file to sign up for and/or use MP services).



2. Click **PURPLE** Membership Plus quick key. Select **GREEN** Member First User key.

3. Click **PURPLE** Membership Plus quick key. Click **GREEN** Guest Visit key. Click OK.
   * Effective 04/06/09 we are NOT adding the unlimited series for Tanning, DVD, or Aqua/Chair Massage any more. This MP use will not be tracked using a Series although the services are still available to the member.

Additional User

1. Put in member number. Make sure the correct member is up.
2. Click PURPLE Membership Plus quick key. Click YELLOW Additional User key. Click OK.
3. Click PURPLE Membership Plus quick key. Click YELLOW Guest Visit key. Click OK.

** Effective 04/06/09 we are NOT adding the unlimited series for Tanning, DVD, or Aqua/ Chair Massage any more. This MP use will not be tracked using a Series although the services are still available to the member.*

C. Procedures for processing a Membership Plus Service transaction Prior to processing any transaction, you must first verify that the member is currently an active "Membership Plus" member. Do this by typing in the member number and open up the series sales tab looking for one of two things. A valid member will have either:

1. A yellow highlighted series that says "**MPLUS MEMBER**", or

2. Active membership plus series for **Tanning** or **HydroMassage** services.

Once you have verified that the member is entitled to the services, follow the following procedures to complete the transactions.

1.Tanning, DVD rentals, or Hydromassage

Since the above services are unlimited, they do not have a series associated with them. When a valid "Membership Plus" user would like to use one of these services, go the appropriate schedule and complete the transaction. In the DVD log book, make sure the check the appropriate box showing that the renter is a Plus user and should not be charged for the rental.
**NOTE: Remind all "Membership Plus" users that rent DVD's that the unlimited use is intended for ONE (1) rental per day and that late fees due apply*

2. Childcare Pass

Valid "Membership Plus" members may purchase a 30 day childcare pass for $20 each. To ring up the pass, look for the Blue "Playcenter 1 Month Card ~ M Plus" quick key or enter POS code PC020. Inform the member that the pass can only be used for the child that is named on the pass, it must be presented at the time of use to avoid being charged, and that the 2 hour time limit and late fee policies still apply. If the member has multiple children, they will need to purchase additional cards and the same rules apply.

3. Discounted Massage

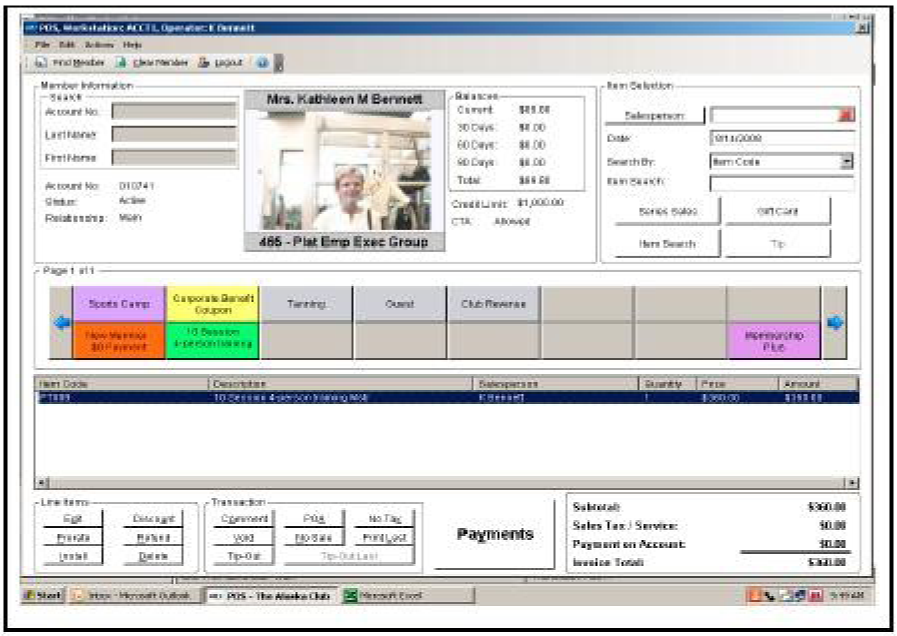
Valid "Membership Plus" members may purchase a one hour massage for $35 at any participating club. To ring up the transaction, look for the Blue "1 Hour Massage ~ M Plus" quick key or enter POS code MAS035.

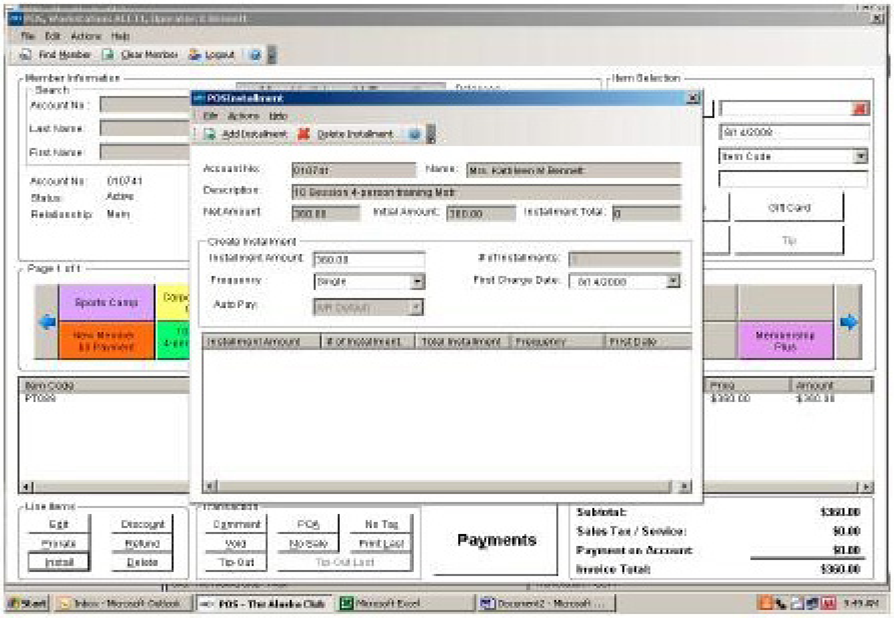
4. Pro Shop Discount of 10%

Valid “Membership Plus” members receive an additional 10% off any regular or discounted price pro shop item. Once you have rang in the items for purchase, use the Purple “Membership + Pro Shop 10%” discount key to apply the MP discount.

5. Guest Visit Uses

Valid “Membership Plus” members are allowed to bring up the series sale tab and click on the Membership Plus include the guest name in the comment box, in two guest per month.
To ring in the transaction, open guest visits tab.




POSInstallment
Add Installment
Delete Installment
Account No:
Name:
Mrs. Kathleen M Bennett
Description:
10 Session 4-person training Mat
Net Amount:
Initial Amount:
Installment Total:
Create Installment
Installment Amount:
# of Installments:
Frequency:
Single
First Charge Date:
Auto Pay:
Installment Amount
# of Installment
Total Installment
Frequency
First Date
Sports Camp
New Member
Membership Plus
Gift Card
Tip
Item Code
Price
Amount
Line Items
Edit
Discount
Private
Refund
Install
Delete
Comment
POS
Void
No Sale
Print Last
Tip Out
Tip Out Last
Payments
Subtotal:
Sales Tax / Service:
Payment on Account:
Invoice Total:
$360.00
$0.00
$0.00
$360.00


Mrs. Kathleen M Bennett
Payments

PERSONAL TRAINING

SERIES SLIPS RECEIPTS

VIII. Personal Training Series Slips/Receipts

A. When a Personal Training client and Personal Trainer approach the desk and request a Personal Training receipt, ask the client for their first and last name or member number.

B. Pull a session from their PT package by pulling up the member's account.

C. Under Series Sales, select PT Package series.

D. Select Find Employee, enter last name of personal trainer, highlight and double-click correct trainer.

E. Under Comment Field, enter the date of the session, time of session and your initials.

F. Click Use

G. Give member a copy of the receipt to present to the trainer.

H. Forward a copy of second receipt to accounting.

I. Give a third copy of the receipt to the member to keep.

DVD CHECK-OUT

PROCEDURES

IX. DVD Rental Procedures

A manager will charge the member's account after the DVD is returned.

A. DVD Check-Out Procedures

1. 1.Using the number on the display case, find the selected Rental Title Sheet in Rental Binder. *Procedures for filling out the Rental sheets are below in section B*
2. Remove the appropriate DVD from the binder and put it in the display case. Check to make sure the DVD isn't cracked or severely scratched.
3. Rated R movies cannot be rented to members unless they are 17 years of age, or with a legal guardian.
4. Members are not charged for the DVD until it has been returned. This will eliminate having to charge twice due to late fees. Done by a manager.
5. Tell the member exactly when the movie is due back to the club (i.e. the movie rented on Monday, would be due back Wednesday by closing time.)

B. Filling out the Rental Sheet

Do not let the member fill out the form

1. Ensure that the member or employee has a status of "Active" by looking them up in CSI. Only "Active" members can rent DVD's.

2. ask them if they are a "PLUS" or Good Life member. If not, explain to them the benefits of the upgrade. If they say the are, confirm their membership by checking their Series Sales status. If they have "PLUS" Series Sales they are a "PLUS" member. Put a Yes or No in the PLUS section of the sheet.

PLUS and Good Life membership includes ONE free rental a day. Additional rentals are charged at regular price. Late fees apply to all rentals.

3. Legibly fill out-
    a. The members full name
    b. Account number
    c. Put a Yes or NO for if they have a PLUS or Good Life membership
    d. If they are renting more than one DVD list the other DVD #'s in the "Other Rentals" section.
    e. Put the date they are checking out the movie.
    f. The member must initial in the proper section.
    g. The employee must put their initial in the proper section.

4. The "Manager Use Only" section will be filled out by a manager when the DVD is checked in.