

Spa & Wellness

The Fitness Centre Standard

Five steps for a hotel gym that is clean, safe and staffed at 6am. Guests look at the dumbbell rack and the towel stack before they look at the machines.

Who	When	You need
Fitness attendants and personal trainers	Opening to close, with a walk-through every 30 minutes	Disinfectant, clean cloths, towels, cold water, the equipment log
Measured by Walk-through logged every 30 minutes · Every machine wiped after each user · Faulty machine signed within 15 minutes		

1 Open ready

Thirty minutes before opening, run every machine for 30 seconds, test the emergency stop on each treadmill, set the room to 18–20 °C, and stock towels, cold water, cups and wipes. Log it.

"05:30 gym open. 6 treadmills tested, stops working. Bike 2 noisy, reported. Room 19 °C. Signed: Jamal."

Common mistake Testing only the machine that broke yesterday. Today's fault is on the one nobody checked.

2 Welcome

Greet every guest within 30 seconds, offer a towel and cold water, and ask once whether they know the equipment. If they do, leave them to train; if not, show them the one machine they want to use.

"Good morning, Mr Al-Harbi. Towels and water are here. Shall I set up the treadmill for you?"

Common mistake Following the guest round the room to be helpful. They came to train, not to be watched while they do it.

3 Wipe and rack

When a guest leaves a machine, wipe the handles, seat and screen with disinfectant. Put dumbbells and plates back on the rack in weight order, and clear used towels and bottles before the next guest comes.

"Excuse me, let me just wipe this down for you before you start."

Common mistake Wiping only when the gym is empty. The guests at 7am, the busiest hour, get the dirtiest machines.

4 Watch safety

Keep the whole room in sight. Step in when a guest lifts heavy without a spotter, uses a machine wrongly or looks unwell. Know where the defibrillator and first-aid kit are, and who on shift is trained.

"Would you like a spot on that set? I'm happy to stand in for you."

Common mistake Staying at the desk on the phone. The guest who drops a weight or feels faint is found by another guest.

5 Report faults

When a machine fails, put an out-of-order sign on it within 15 minutes, log the fault and call engineering. Tell any guest who wanted it when it will be back, and suggest a machine that does the same work.

"Out of order. Treadmill 4, belt slipping. Reported to engineering at 07:20. Back in use by 14:00."

Common mistake Taping a handwritten "broken" note on it and moving on. A week later the note is still there, and so is the fault.

The Gym Walk-Through

Thirteen checks every 30 minutes, in about four minutes. The attendant fixes what they find on the spot and writes down only what they cannot fix.

- ☐ Every machine wiped since its last user
- ☐ Dumbbells in pairs, in weight order on the rack
- ☐ Plates back on the trees, collars stored
- ☐ Mats rolled and stacked, nothing on the floor
- ☐ At least 15 clean towels on the stack
- ☐ Used towel bin less than half full
- ☐ Cold water and cups stocked
- ☐ Disinfectant and cloths at every station
- ☐ Screens on the agreed channel, volume low
- ☐ Room at 18–20 °C, air conditioning working
- ☐ Out-of-order signs only on logged faults
- ☐ First-aid kit sealed, defibrillator light green
- ☐ Mirrors free of fingerprints and smears

How to use this with your team

Brief three items a day in the first week. Each morning at 08:00, after the early rush, the supervisor walks the room with the attendant and initials the sheet. Repeated misses go into the next briefing.

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