

Shift Lead Expectations

Change Log

Version	Date	Details
1	July 31, 2023	Initial version
2	Oct 12, 2023	Updated links in document to new wiki.
3	Nov 9, 2023	Added waitlist management to the post-shift responsibilities. Clarified that quality reviews also apply to parties.

Table of Contents

<i>What does it mean to be a shift lead?</i>	2
<i>Pre-Shift Responsibilities</i>	2
Visually inspect the gym	2
Administration	2
Confirm PUG (persona, uniform, grooming) standards	3
Conduct pre-shift review with teammate	3
Conduct trainee review	3
<i>During Shift Responsibilities</i>	4
<i>Post-Shift Responsibilities</i>	4
Clean the gym	4
Conduct class or party quality review	5
Administration	5
Update trial tracker	5
Follow-up on open waitlist spots	6
Communicate with other shift leads	6
Conduct final inspection of space	6

What does it mean to be a shift lead?

A shift lead is an experienced lead teacher that is the point person for ensuring great classes, great customer experience, and that all responsibilities are fulfilled on their assigned shift. They are also expected to be the example for junior staff ensuring policies and procedures are followed.

This document describes the key responsibilities and expectations. Please also see the [Job Descriptions](#) on the wiki.

Pre-Shift Responsibilities

Visually inspect the gym

Expectation: Ensure the gym is ready for classes to be conducted.

Items to confirm:

- ☐ Is there anything dirty that needs to be cleaned?
- ☐ Is something out of place that needs to be reset?
- ☐ Is the air on and set to 70? If not, do so.
- ☐ Are the fans on?
- ☐ Is the music on and working properly?
- ☐ Are there any holiday decorations that needs to be plugged back in or turned on?
- ☐ Is the equipment room ready?
- ☐ If it is Sunday, unlock the outer building doors, front and back entrances.

Administration

Expectation: Quickly check voicemails, emails, and texts and respond to anything urgent.

Confirm PUG (persona, uniform, grooming) standards

Expectation: Ensure that you and your coworker look professional and meet our standards.

Rules to consider (but also used good judgement):

- ☐ Must be wearing a My Gym shirt or sweatshirt with the logo showing.
- ☐ No short shorts
- ☐ No see-through clothing
- ☐ No ripped, torn, or stained clothing (socks included)
- ☐ No clothing with symbols that may be bothersome to people, ie pot leaves
- ☐ Long hair recommended to be pulled back
- ☐ Fingernails recommended to be kept short

Conduct pre-shift review with teammate

Expectation: Ensure you and your coworker are prepared for the upcoming classes and have a plan in place.

Items to discuss:

- ☐ Who will lead and assist each element/class?
- ☐ Discuss trials in each class - who will be point person?
- ☐ Who is joining us for the very first time?
- ☐ Who is missing VIMAs or delinquent payments?
- ☐ Are there any kids with special needs?
- ☐ Are there any notes left on the child that require contact with parent or caregiver?
- ☐ Are there any parents that need partnering / training (especially in independent classes)?
- ☐ Is there anything your coworker needs guidance or help on? Ie, do they need to practice Ninja warm-up?, have they never led/spotted a specific skills station, etc.

Conduct trainee review

Expectation: If you have a trainee on your shift, identify the elements they are expected to lead or work on based on the direction from the Training Coordinator.

During Shift Responsibilities

- ☐ Greet and chat with parents and children as they walk in. Don't hover at the computer.
- ☐ State the "working ons" for each element. This shows parents that there is purpose in what we are teaching and not just play time.
- ☐ Deal with disciplinary issues. Use the guidelines provided by corporate in the [Discipline Tips and Tactics](#) document on the wiki. Partner with the parents to be effective.
- ☐ Address any parent questions or escalations. Encourage parents to text their request if follow-up is needed. No cancellations taken verbally!
- ☐ Communicate with the trial attendees.
 - Explain enrollment
 - Encourage them to attend another class or practice-n-play. Schedule on-the-spot for them.
 - Show them how to download the app and schedule on their own.
 - Ask if they have any questions.
- ☐ Clean between classes.

Post-Shift Responsibilities

Clean the gym

Expectation: Ensure the gym is cleaned and ready for the next shift.

Cleaning checklist:

- ☐ Wipe clean all mats and equipment used - focus on any areas where hands or feet go, such as bars, platforms and slides.
- ☐ Vacuum
- ☐ Clean bathroom (Complete wipe down; refill TP, paper towels, soap, and empty garbage). Mop if end of day.
- ☐ Clean the lobby, countertop, bench seats, bench cubbies. Clean behind benches if the shift had food (PNOs, camps, parties)
- ☐ Clean any dirty manips and equipment from your shift (This includes all separation toys).
- ☐ Clean all mirrors and glass doors. Don't forget the bathroom mirror and hallway doors!

Conduct class or party quality review

Expectation: Discuss the quality of your classes or parties with your coworker and complete one Class or Party Quality Review checklist in MGM.

Considerations:

- ☐ Choose your worst class or party to fill out the Quality Review checklist
- ☐ Be honest with yourselves about what went well and what could improve
- ☐ These forms are not considered as part of any performance review; the purpose is simply to have as many conversations about quality as possible. The more we talk about class quality, the more it will improve.
- ☐ These Quality Checklists are mandated to complete by corporate.

Administration

Expectation: All admin is caught up before you leave.

Admin checklist:

- ☐ Verify that attendance for each class on the shift was marked in MGM
- ☐ Text or email to reschedule any no-show first time trial or guest families
- ☐ Check phone messages and return calls
- ☐ Check and answer emails
- ☐ Check and answer text messages
- ☐ Text confirmations for trials beginning tomorrow
- ☐ Reach out to any family that had an issue during your shift – delinquent payments, questions, follow-ups, 3+ missed classes, etc. Leave notes on the family account!

Update trial tracker

Expectation: Trial tracker is up-to-date.

Site Location: <https://www.philamygym.com/trials/>

For instruction on how to use the trial tracker, please refer to [Using the Trials Website](#) on the wiki.

Follow-up on open waitlist spots

Expectation: All required action is taken on any open waitlist spot.

Site Location: <https://www.philamygym.com/waitlists/>

For instruction on how to use the waitlists site, please refer to [Class Waitlist Policies & Procedures](#) on the wiki.

Communicate with other shift leads

Expectation: Shift leads are communicating with each other and kept informed.

Considerations:

- ☐ Are any tasks unfinished? If so, text the next shift lead.
- ☐ Did you talk a parent about something that would be helpful for the next shift lead? If so, leave a high priority note on the child so the shift lead will see it on the attendance page.
- ☐ Do you need to set a reminder on the MGM homepage (for all or one staff) or on the specific class/camp?

Conduct final inspection of space

Expectation: Ensure the gym is ready for the next shift.

Items to confirm:

- ☐ Is the equipment room organized?
- ☐ Is anything dirty or any cleaning remaining?
- ☐ Is anything out of place that needs to be reset
- ☐ Are the ipad and stereo turned off?
- ☐ If final shift of the day, is the AC and fans turned off?
- ☐ Turn all lights off.
- ☐ Lock the door.