SHOWHOW · SOP

Front Desk Check-in SOP

The front desk is the first and last thing members see. A slow or inconsistent check-in turns a quick workout into a complaint, and letting the wrong person in is a real risk. This procedure is for front desk staff at small gyms, yoga and pilates studios and climbing gyms. It covers member check-in, guests and day passes, expired memberships and what to do when the system is down.

What you'll need

- Front desk system login
- Price list for passes
- Waiver forms or tablet
- Card terminal

Steps

01 **Greet every member as they arrive, by name if you know it.**

Look up from the screen. Saying hello is part of the service.

02 **Check the member in with their card, app or name.**

Check that the photo on the screen matches the person.

03 **If a membership has expired, explain it privately and offer options.**

Renew, buy a day pass or talk to a manager. Keep your voice down.

04 **Sell guests a day pass and take their details.**

Name, phone number and an emergency contact.

05 **Have every new guest sign the waiver before they go in.**

Check that it's complete and signed.

> **Watch out:** No signed waiver, no entry. No exceptions for members' friends.

06 **Give first-time visitors a quick tour.**

Locker rooms, water, where to ask for help and the emergency exits.

07 **Tell members if their class is full or has moved.**

Offer the waitlist or another class.

08 **Log any member issue or complaint before the end of your shift.**

Who, what happened and what you offered.

09 **Use the paper sign-in sheet if the system is down.**

Name, time and membership number. Enter them into the system once it's back.

10 **Get help right away if a member is injured or unwell.**

Get your first-aider, call emergency services if needed and log what happened.

> **Watch out:** Never move someone who may have a head, neck or back injury.

11 **Thank members as they leave.**

Mention upcoming classes or events if it fits.

How to adapt it

- Write your own pass prices and guest rules into the day pass step.
- Keep the paper sign-in sheet under the desk for system outages.
- Add how to freeze or cancel a membership as a separate procedure.
- Make sure everyone on the desk knows who is first-aid trained on each shift.