STANDARD OPERATING PROCEDURE

Gym Member Check-In SOP

Document no.	SOP-FIT-001
Revision	1.0
Owner	Gym Manager
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Review cycle	Every 12 months

1. Purpose

To make sure every person entering the gym floor has an active membership, a valid guest pass or a day pass, and that entry is logged accurately for safety and billing.

2. Scope

Applies to front desk check-in for members, guests and walk-ins during staffed hours. New member registration is covered by a separate onboarding SOP.

Definitions

Guest pass	A limited-use pass allowing a non-member to use the gym, usually brought by a current member.
Day pass	A single-visit pass purchased by a walk-in who is not a member.
Tailgating	A person entering the gym behind a checked-in member without being checked in themselves.

3. Responsibilities

Front Desk Coordinator	Checks in members and guests, verifies membership status, and issues day passes.
Personal Trainer	Confirms new members are directed to their scheduled orientation session after check-in.
Gym Manager	Resolves membership disputes, approves guest exceptions, and reconciles daily check-in counts.

RACI matrix

Activity	Front Desk Coordinator	Personal Trainer	Gym Manager
Scan or verify membership status	R/A	I	I
Issue a guest pass or day pass	R/A	-	I
Check in a minor with guardian waiver	R	-	A
Direct new members to orientation	R	A	I
Reconcile daily check-in counts	R	-	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Gym management software with membership database
- Membership card or key fob scanner
- Guest and day pass waiver forms
- Minor guardian waiver on file
- Capacity tracking display or clicker counter

5. Procedure

Step	Task	Owner	Done
5.1	**Greet the member at the desk** Greet each person arriving at the front desk and ask them to scan their membership card, key fob or the gym's mobile app.	Front Desk Coordinator	☐
5.2	**Verify active membership status** Confirm the gym management software shows an active status before waving the member through to the gym floor. **Checkpoint:** No one is allowed onto the gym floor without a confirmed active membership, guest pass or day pass.	Front Desk Coordinator	☐
5.3	**Handle an expired or frozen membership** If the membership shows expired, frozen or past due, explain the status to the member and offer to process a renewal or payment at the desk before allowing entry.	Front Desk Coordinator	☐
5.4	**Check in a guest** Confirm the guest pass with the sponsoring member's account, have the guest complete a waiver if it's their first visit, and log the guest entry.	Front Desk Coordinator	☐
5.5	**Check in a minor** Confirm a signed guardian waiver is on file before checking in a minor, and verify any facility age or supervision requirement is met. **Warning:** Do not allow an unsupervised minor onto the gym floor if the facility policy requires adult supervision for their age group.	Front Desk Coordinator	☐
5.6	**Sell and process a day pass** For a walk-in who is not a member, process a day pass payment, collect a signed waiver, and give a short orientation to the layout and rules.	Front Desk Coordinator	☐
5.7	**Log equipment or locker rentals** Record any towel, lock or equipment rental issued at check-in against the member's account.	Front Desk Coordinator	☐
5.8	**Resolve a lost card or fob** Verify the member's identity another way, such as a photo ID match in the system, and issue a replacement card or fob following the gym's policy.	Front Desk Coordinator	☐
5.9	**Direct new members to orientation** Confirm a first-time member has a scheduled orientation session and direct them to the personal trainer leading it.	Personal Trainer	☐

Step	Task	Owner	Done
5.10	**Monitor capacity during peak hours** Track the number of checked-in members against the facility's posted capacity limit during busy periods and pause new entries if the limit is reached.	Front Desk Coordinator	☐
5.11	**Watch for tailgating entry** Watch the entry point for anyone entering behind a checked-in member without scanning in themselves, and stop them to check in properly.	Front Desk Coordinator	☐
5.12	**Reconcile daily check-in counts** At the end of the day, compare the gym management software's check-in count against the manual clicker or desk log and note any discrepancy.	Gym Manager	☐

6. Quality checks

- No entry to the gym floor without a confirmed active membership, guest pass or day pass.
- Every guest and day pass visitor has a signed waiver on file.
- Minors are checked in only with a guardian waiver on record.
- Daily check-in counts reconcile between the software and the manual count.

7. Records

- Guest and day pass waivers
- Minor guardian waiver forms
- Daily check-in reconciliation log
- Lost card or fob replacement log

8. KPIs

- Average check-in time per member
- Number of tailgating incidents caught per month
- Guest pass to membership conversion rate
- Daily check-in count discrepancy

9. Common mistakes

- Waving a member through without confirming an active status in the system.
- Letting a guest onto the floor without a signed waiver on their first visit.
- Not watching the entry point closely enough during busy hours, allowing tailgating.
- Skipping the daily reconciliation between the software count and the manual log.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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