STANDARD OPERATING PROCEDURE

Gym Opening and Closing SOP

Document no.	SOP-FIT-003
Revision	1.0
Owner	Gym Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure the gym opens safe and ready for members, and closes with every member out, equipment secured, and the facility locked and reconciled.

2. Scope

Applies to the daily opening and closing routine for the front desk and gym floor. Equipment cleaning in detail is covered by a separate SOP.

Definitions

Safety walk-through	A check of the facility before opening or after closing to confirm lighting, equipment and emergency gear are in order.
AED	Automated external defibrillator, emergency equipment kept on-site for cardiac emergencies.
Class roster	The schedule and instructor list for group fitness classes running that day.

3. Responsibilities

Front Desk Coordinator	Opens and closes the register, greets members, and confirms the facility is locked at close.
Fitness Attendant	Completes the safety walk-through and checks emergency equipment before opening.
Gym Manager	Confirms the closing checklist is complete and secures chemical and supply storage.

RACI matrix

Activity	Front Desk Coordinator	Fitness Attendant	Gym Manager
Disarm alarm and unlock the facility	R/A	I	I
Complete the safety walk-through	I	R/A	I
Check emergency equipment is stocked	I	R/A	C
Reconcile the register at close	R/A	-	C
Confirm the facility is empty and	R	R	A

Activity	Front Desk Coordinator	Fitness Attendant	Gym Manager
locked			

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

4. Materials and PPE

Materials, tools and systems

- Alarm code and facility keys
- Opening and closing checklist
- Register float and cash drawer
- First aid kit and AED
- Class schedule and instructor roster
- Chemical and supply storage keys

5. Procedure

Step	Task	Owner	Done
5.1	**Disarm the alarm and unlock** Arrive before opening time, disarm the alarm and unlock the doors following the facility's security procedure.	Front Desk Coordinator	☐
5.2	**Walk the floor for safety issues** Walk the gym floor checking lighting, mirrors and equipment for anything unsafe before members are allowed in. **Checkpoint:** No member enters the floor until the safety walk-through is complete.	Fitness Attendant	☐
5.3	**Turn on music, screens and climate control** Turn on background music, televisions and adjust heating or air conditioning to the facility's standard settings.	Front Desk Coordinator	☐
5.4	**Check emergency equipment** Confirm the first aid kit and AED are present, stocked and show no expired items or low battery indicators. **Checkpoint:** AED and first aid kit are confirmed present and ready before the gym opens.	Fitness Attendant	☐
5.5	**Prep the front desk** Set up the register, check-in scanner and any forms needed for the day, and count the starting cash float.	Front Desk Coordinator	☐
5.6	**Review the class schedule** Confirm the day's group fitness class schedule and instructor roster, and note any last-minute substitution.	Front Desk Coordinator	☐
5.7	**Open pool or sauna if applicable** If the facility has a pool, sauna or steam room, complete the required pre-opening checks and turn them on per the equipment manufacturer's instructions.	Fitness Attendant	☐
5.8	**Announce closing time to members** Make an announcement 15 to 30 minutes before closing so members can finish their workout and head to the locker room.	Front Desk Coordinator	☐

Step	Task	Owner	Done
5.9	**Confirm all members have exited** Walk the gym floor, locker rooms and any pool or sauna area to confirm every member has left before locking up. **Warning:** Do not lock any exterior door until a full walk-through confirms the facility is empty of members.	Fitness Attendant	☐
5.10	**Secure equipment and supply storage** Return loose equipment to its storage area and lock any room holding cleaning chemicals or maintenance supplies.	Fitness Attendant	☐
5.11	**Reconcile the register** Count the closing cash drawer, match it against the day's sales in the gym management software, and record any discrepancy.	Front Desk Coordinator	☐
5.12	**Set the alarm and lock up** Confirm every door and window is secured, set the alarm, and lock the main entrance before leaving the building.	Gym Manager	☐
5.13	**Log the checklist** Sign off the opening and closing checklist noting the time completed and any issue found during the shift.	Front Desk Coordinator	☐

6. Quality checks

- Safety walk-through is completed and logged before the gym opens to members.
- AED and first aid kit are confirmed stocked and unexpired at every opening.
- Facility is confirmed empty of members before any door is locked.
- Register reconciles with recorded sales within the facility's allowed variance.

7. Records

- Opening and closing checklist
- Daily register reconciliation
- Emergency equipment check log
- Class schedule and instructor roster

8. KPIs

- Percentage of opening checklists completed before scheduled opening time
- Register discrepancy amount per day
- Time from closing announcement to facility locked
- Number of emergency equipment issues found at check

9. Common mistakes

- Opening the floor to members before the safety walk-through is finished.
- Not checking the AED battery indicator or first aid kit expiration dates.
- Locking a door before confirming the locker room and pool area are empty.
- Skipping the checklist sign-off when the shift is busy.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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