LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Intro to Gym Reception & Membership Basics

Workshop Level

LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference FT-FBC-W • Health & Fitness Centres (old)

UKPRN 10067351 • Registered in England and Wales, company 4984798

6	20	80	445	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**FT-FBC-W**
AWARD	**Certificate**
ASSESSMENT	**445 marks — 267 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 Inside a Fitness Club

4 chapters · 16 classes · 90 marks

- **1 Club Layout** — 4 classes
  - 1.1 Types of Fitness Clubs
  - 1.2 Gym Floor and Studio Areas
  - 1.3 Pool, Spa and Changing Rooms
  - 1.4 Reception and Back Office
- **2 Club Teams** — 4 classes
  - 2.1 Roles on the Club Team
  - 2.2 Personal Trainers and Instructors
  - 2.3 Duty Managers and Cleaners
  - 2.4 Working Together Daily
- **3 How Clubs Earn** — 4 classes
  - 3.1 Membership Income Explained
  - 3.2 Extra Income Streams
  - 3.3 Why Retention Matters
  - 3.4 Club Opening Hours and Peak Times
- **4 Poolside Operations and Safety Awareness** — 4 classes
  - 4.1 Understanding Poolside Operations
  - 4.2 Safety Protocols for Swimming Areas
  - 4.3 Emergency Response Procedures
  - 4.4 Maintaining a Safe Swimming Environment

2 Welcoming Members at Reception

3 chapters · 12 classes · 65 marks

- **1 Front Desk Basics** — 4 classes
  - 1.1 Reception Desk Setup and Routine
  - 1.2 Phone and Email Etiquette
  - 1.3 Friendly Greeting and Body Language
  - 1.4 Reception Systems Introduction
- **2 Member Check-In** — 4 classes
  - 2.1 Scanning Cards and Fobs
  - 2.2 Handling Guests and Day Passes
  - 2.3 Checking Bookings for Classes
  - 2.4 Dealing with Expired Memberships
- **3 Everyday Enquiries** — 4 classes
  - 3.1 Answering Timetable Questions
  - 3.2 Giving Directions Around Club
  - 3.3 Locker and Towel Queries
  - 3.4 Handover Notes and Shift Changes

3 Membership Types and Joining Process

3 chapters · 12 classes **115 marks**

- **1 Membership Plans** — 4 classes
  - 1.1 Monthly and Annual Memberships
  - 1.2 Off-Peak and Student Plans
  - 1.3 Family and Corporate Memberships
  - 1.4 Add-Ons and Class Packages
- **2 Joining Steps** — 4 classes
  - 2.1 Giving a Friendly Club Tour
  - 2.2 Asking About Fitness Goals
  - 2.3 Completing the Joining Form
  - 2.4 Payment and Direct Debit Basics
- **3 Following Up** — 4 classes
  - 3.1 Free Trial and Guest Passes
  - 3.2 Following Up Interested Visitors
  - 3.3 First Visit Welcome and Induction Booking
  - 3.4 Freezing and Cancelling Membership Basics

4 Handling Questions and Complaints Politely

4 chapters · 16 classes **65 marks**

- **1 Listening Well** — 4 classes
  - 1.1 Active Listening Skills
  - 1.2 Staying Calm Under Pressure
  - 1.3 Choosing Positive Words
  - 1.4 Understanding Member Frustrations
- **2 Common Concerns** — 4 classes
  - 2.1 Billing and Fee Questions
  - 2.2 Equipment and Cleanliness Complaints
  - 2.3 Class Full and Booking Issues
  - 2.4 Noise and Behaviour Concerns
- **3 Resolving Concerns** — 4 classes
  - 3.1 Apologising and Offering Solutions
  - 3.2 Knowing When to Escalate
  - 3.3 Recording Complaints Properly
  - 3.4 Turning Complaints into Loyalty
- **4 Supporting Safe Physical Activity** — 4 classes
  - 4.1 Understanding Safe Physical Activity
  - 4.2 Promoting Positive Participation
  - 4.3 Creating Inclusive Activity Environments
  - 4.4 Supporting Diverse Participant Needs

5 Club Safety and Cleanliness Awareness

3 chapters · 12 classes **65 marks**

- **1 Spotting Hazards** — 4 classes
  - 1.1 Common Gym Floor Hazards
  - 1.2 Wet Floors and Slip Risks
  - 1.3 Faulty Equipment Warning Signs
  - 1.4 Reporting Faults Correctly
- **2 Emergency Awareness** — 4 classes
  - 2.1 Fire Alarm and Evacuation Basics
  - 2.2 First Aid Awareness at Reception
  - 2.3 Accident Reporting Steps
  - 2.4 Lost Property and Security Awareness
- **3 Keeping Areas Clean** — 4 classes
  - 3.1 Daily Cleaning Routines
  - 3.2 Hygiene in Changing Areas
  - 3.3 Wiping Down Equipment Standards
  - 3.4 Stocking Towels and Supplies

6 Fitness Industry Careers and Next Steps

3 chapters · 12 classes **45 marks**

- **1 Roles in Fitness** — 4 classes
  - 1.1 Reception and Sales Careers
  - 1.2 Trainer and Instructor Careers
  - 1.3 Management and Operations Careers
  - 1.4 Skills Fitness Employers Want
- **2 Growing in the Job** — 4 classes
  - 2.1 Preparing a Fitness Industry CV
  - 2.2 Interview Tips for Club Roles
  - 2.3 First Weeks in a Club
  - 2.4 Developing Confidence with Members
- **3 Your Learning Path** — 4 classes
  - 3.1 Reviewing Workshop Learning Points
  - 3.2 Foundation Certificate Overview
  - 3.3 Fitness Business Career Pathway
  - 3.4 Personal Action Plan