Gym new member onboarding checklist

ONBOARDING CHECKLIST TEMPLATE

Employee _____ Role _____ Start date _____

Buddy or manager _____

New member

From sign-up to the end of the first month

	TASK	DUE	DATE	INITIALS
Sign-up				
☐	Complete the membership agreement and payment details	Day 1		
☐	Complete the pre-exercise health screening Follow the screening procedure if their answers need medical clearance.	Day 1		
☐	Take their photo and issue their card or app access	Day 1		
Welcome				
☐	Give the welcome tour, including exits, the first aid kit and the AED	Day 1		
☐	Explain the house rules, wiping down and re-racking weights	Day 1		
☐	Show them how to book classes in the app	Day 1		
☐	Book their first session or program with a trainer	Week 1		
Follow-up				
☐	Call or message after their first week	Week 1		
☐	Check their attendance and get in touch if they haven't been in	Week 2		
☐	Review their goals at the end of the first month	Month 1		

Completed by _____ Checked by (manager) _____ Date _____ Notes _____