

## **Customer Service**

\_\_\_ Is there an authentic exchange extended to all guests upon entrance and exit?

\_\_\_ Do staff members appear to be positive and approachable?

*Comments:*

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## **Presentation**

\_\_\_ Are high-traffic areas well-maintained and free from scuff marks or wear?

\_\_\_ Is the music at an appropriate volume for a comfortable recreation experience?

\_\_\_ Are there any burnt-out light bulbs or dim areas that need attention?

\_\_\_ Is the temperature comfortable for a pleasant recreation experience?

\_\_\_ Are all staff members wearing clean and presentable uniforms (including name tags)?

\_\_\_ Are there any unpleasant odors in the location that need to be addressed?

\_\_\_ Is the cleanliness of unused tables maintained, free from any stains or crumbs?

\_\_\_ Is the cleanliness of the common area restrooms cleaned?

\_\_\_ Are locker room spaces clean and free of debris and trash?

\_\_\_ Do the chairs and tables look sturdy, well-maintained, and free from any wobbling?

\_\_\_ Are the windows clean?

\_\_\_ Are decorative elements clean and well-kept (e.g., seasonal decorations, marketing materials)?

\_\_\_ Is the overall atmosphere conducive for a comfortable recreation experience?

\_\_\_ Is the pool area clean, organized, and free of debris and clutter?

\_\_\_ Are workout studios clean, organized, and free of debris and clutter?

\_\_\_ Are basketball courts clean, organized, and free of debris and clutter?

\_\_\_ Is the track clean, organized, and free of debris and clutter?

\_\_\_ Are the showers clean and free of debris?

*Comments:*

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**Sig**

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**Storage/Supplies**

**ADA Accessibility**

**Closing**

- \_\_\_ Was the trash taken out and is there no trash left over from the night before?
- \_\_\_ Is the location presentable and ready to be opened?
- \_\_\_ Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- \_\_\_ Have all areas been checked to ensure they are clean and organized for the next day?
- \_\_\_ Have all necessary closing reports or documentation been completed and filed accordingly?
- \_\_\_ Was all equipment and machinery properly shut down and secured for the night?
- \_\_\_ Have all lights and electronic devices been turned off to conserve energy overnight?
- \_\_\_ Are all entry points, windows, and doors securely locked to ensure the security of the premises?

Comments: \_\_\_\_\_  
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