

May 20-24: Mostly an observation week with doing little tasks here and there like wiping cardio equipment down such as treadmills, bikes, and ellipticals as well as observing the manager and following him around while watching his daily routine. The daily routine would be anything ranging from doing a daily gym check upon arriving, making phone calls, answering questions, and cleaning.

May 27-31: I started becoming familiar with more of the members at the gym and making conversation. I learned a lot of the ins and outs of cleaning, including mopping, which I shamefully did not know prior. The good? Simply vacuuming and wiping down equipment. The bad? Mopping awkwardly. The ugly? Cleaning gum and hair out of urinals. Things that I was not expecting were the reality. My supervisor told me, "Most people think working at a gym is a glamorous job, but the reality of it is mostly cleaning and upkeep."

June 3-7: I learned how the computer system works with signing up new members, terminating members, and other things within the system including the log of who was signing up and how the security system works. I memorized what to say to people if they were interested in signing up, and I learned how to give walk throughs in the gym to show people around and answer questions about membership. I learned the ins and outs of the membership contract and what to tell people. I learned how to answer the phone and the usual answers to respond to people with. Basically, I learned the basics of everything that doesn't involve cleaning.

June 10-14: The owner/supervisor let me work the desk at times to test my knowledge on what I had learned whether it be to answer questions about policies, rules, membership, or equipment as well as seeing how I interacted with the gym members.

June 17-21: I followed the daily routine of doing facility checks, cleaning the bathrooms, mopping and vacuuming the facility, checking time sheets, filing paperwork, wiping equipment, and being around the desk to help answer questions while being supervised.

June 24&25th: Followed the daily routine of cleaning, as well as sat down with the owner and talked about his experiences with owning and running multiple gym facilities. I basically just wanted an inside look on his personal point of view from working there.

Overall, I thoroughly enjoyed my experience. Although it was a lot of manual labor involved with cleaning, the overall aspect of being able to help people is so special to me and I'm glad I was able to do my practicum there.