Michigan Avenue Athletic Club

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Memo

To: Receptionists

From: Your name

Date: Today's date

Subject: Member check-in procedures

I have recently received a number of complaints from members regarding the check-in procedure. Generally, members feel that check-in takes too long, and makes them feel like criminals. As a result, I have revised the check-in policies. Please review the following information, and then post this memo where you can refer to it if necessary.

Check-in Procedure

Greet member.

Scan or key ID number.

Press buzzer to allow member to enter.

Ask if you can provide any assistance.

Check-in Guidelines

If a member’s ID number is not valid, call a manager immediately.

Never leave a member waiting.

Be courteous.

Members have priority over phone calls and co-workers.

Remember, our receptionists are our first line of contact with members. We need you to make a good impression. If you have any questions, comments, or suggestions, please contact me at extension 344. Thank you for your cooperation.