



EMPLOYEE INDUCTION MANUAL

INTRODUCTION

Welcome and congratulations on your new role with Body & Soul Health & Fitness Studio!

We are very much looking forward to you commencing with us and are sure you will quickly become a valuable member of our team.

We're excited about the challenges that lie ahead and the role you will have in helping us tackle these challenges. We're passionate about giving each and every Employee the opportunity to reach their full potential at Body & Soul Health & Fitness Studio.

The aim of this booklet is to provide you with information about Body & Soul Health & Fitness Studio, your responsibilities and how we do business.

Joining a new company brings new challenges, opportunities and friendships. I hope you enjoy many of each, and become a valued member of Body & Soul Health & Fitness team.

Yours Sincerely,

Melinda Tempest

Owner/Director

YOUR INDUCTION PROCESS

We know that the first day of a new job can be daunting for anyone.

That's why we have developed a simple and effective induction process to ensure you experience a positive and enjoyable transition into your new role.

The benefits

An effective induction program will:

- help to enhance employee engagement
- show a new starter how to be productive as quickly as possible
- Help you engage with others in the workplace
- Assist you to become productive and settled in the new work environment quickly
- Provide occupational health and safety and other organisational policies and procedures
- Provide organisational information regarding products and services
- Ensure you have a clear outline of your job requirements and expectations
- Provide a physical orientation of the work site

So let's get started!



OUR HISTORY

Established in 2003 by Melinda Tempest, Body & Soul Health & Fitness Studio has grown to be a leading health and fitness provider in Ballarat. Our vision is to directly affect all members' lives by making them feel healthier, happier, more confident, improving their energy and embracing the wellbeing that comes with a balanced, healthy lifestyle.

Our Guiding Principles

Body and Soul Ballarat is a health club consisting of passionate, positive and knowledgeable people.

We work with our clients to give them the tools and motivation to succeed and achieve a balanced, healthy lifestyle, which in turn is reflected in other areas of their lives. Clients come to us with health, fitness or rehabilitation issues, and in turn we establish the clients' goals and programs and provide the tools and motivation to achieve what they set their mind to.

We offer our clients a wide range of unique, innovative programs that will assist them to maintain their motivation. Those who have reached a plateau in their current training regime will be re-energised and challenged by program development, interval training and re-establishing a connection with technique. All these aspects will in turn strengthen the mind body connection.

Body and Soul Ballarat is a health club, focusing on personalised attention and are driven to assist the member in achieving their results. Our team aims, at all times, to provide a non-intimidating, friendly and fun atmosphere where professionalism is foremost. As a stand-alone club, our management team will ensure you are made to feel welcome and to assist you in becoming part of an integrated family.

All of our team members are selected based on their passion, drive and a commitment to helping clients achieve their goals. Through their memberships, clients have dedicated 100% of their commitment to us, and in turn they will get absolute attention from trainers and all staff.

We believe our business is only as good as our people and their ability to provide our customers with quality products and services. Body & Soul Health & Fitness Studio aim is to provide a stimulating, safe and rewarding work environment for all employees and operates successfully with cooperation and teamwork.

UNIFORM AND PRESENTATION

- Body and Soul printed T-Shirt, washed and **ironed**
- Clean shorts, Black leggings or track pants
- Appropriate footwear- ie: clean runners
- Long hair must be tied back
- No chewing gum whilst on duty
- Water or drink bottles are allowed on reception/gym floor whilst working

STAFF BREAKS

- All staff who work longer than 5 hours at a time will have a rostered 30 minute break

ROSTER, ATTENDANCE AND TIME SHEETS

- Rostered start time is not your arrival time. Please arrive at least 10 minutes prior to the commencement of your shift
- Rosters will be available at the start of every month and found on the reception desk
- Time sheets are to be completed at the end of every shift. Failure to complete time sheets or failure to get time sheets co-signed will result in pay being withheld
- Wages are paid fortnightly into a nominated bank account
- Roster system may be changed at managements discretion



CUSTOMER SERVICE

- Please answer any incoming calls with “Good morning/afternoon/evening, Body & Soul Health & Fitness Studio, (your name) speaking”
- Always smile, first and last impressions are our highest priority
- Use your common sense. If you don't know how to complete a task, ask somebody who does, your managers and fellow staff are here to help
- The customer always comes first!



EMPLOYMENT RULES AND REGULATIONS

- All employees upon commencement with Body & Soul Health & Fitness Studio are subject to a 3 month probationary period
- Any employee who steals from the premises, irrespective of value, will have their employment terminated immediately. Theft includes, but is not limited to, unauthorised use of company telephones, unauthorised consumption of health club food or drink products and giving away free products and/or services.
- Mobile phones are not to be used on your shift unless authorised by a Manager

LEAVE ENTITLEMENTS

Annual Leave Leave entitlement

- A maximum of twenty (20) days entitlement shall be payable to an employee on their completion of twelve (12) month's active service with Body & Soul Health & Fitness Studio. Part-time employees shall have the payment for leave pro-rated.
- **Casual employees are NOT entitled to paid annual leave.**
- **All requests are first in, best dressed, and a minimum of 2 weeks' notice is required. The first 2 staff members to request the day off will have their request granted providing a fill in can be provided. After this, requests are not guaranteed and are at the discretion of Management.**

Please refer to the Leave Policy in Body & Soul Health & Fitness Studio Ops Box located in the personal items area for additional information regarding leave

BODY & SOUL HEALTH & FITNESS STUDIO POLICIES

Body & Soul Health & Fitness Studio have a range of policies and procedures that are at the core of the organisation. This enables company to function effectively, efficiently and ensures that all employees are operating within the mission and values of the organisation. Copies of Body & Soul Health & Fitness Studio's policies are located at reception in The Ops Box. It is your responsibility to read and operate within the guidelines of these policies. Once your induction has been completed you will be required to sign the induction checklist stating that all of the induction processes have been carried out and you have read the policies that Body & Soul Health & Fitness Studio operate by.



CONFIDENTIALITY

- No staff members shall disclose to members or others any matter specifically related to the internal operations or business of Body & Soul Health & Fitness Studio. All matters involving takings, orders, floats, banking, and expenses are to be kept strictly confidential.
- Phone numbers, addresses or other personal details of staff or management are not to be disclosed to any third parties unless duly authorised.
- Phone numbers, addresses or other personal details of members are not to be disclosed to any third parties.

OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT

It is Body & Soul Health & Fitness Studio's policy to protect the health and safety of all employees, members and visitors to our workplace. Body & Soul Health & Fitness Studio is committed to;

- Providing a safe environment for all employees, members and visitors
- Providing such training that all employees are better able to recognise and understand the risks of their job so that potential for injury is minimised
- Facilitating an effective Health and Safety committee to continually improve the safety of the site
- Providing occupational rehabilitation in the workplace

DUTY OF CARE

It is the responsibility of all employees of Body & Soul Health & Fitness Studio to observe and maintain a safe work environment.

EMPLOYERS – to provide and maintain a workplace, equipment and systems of work so that, so far as practicable, employees are not exposed to hazards.

EMPLOYEES – to take reasonable care for their own safety and health, and to avoid harming the safety and health of any other person through any act or omission at work.

For further information and the full policy surrounding Occupational Health and Safety, please refer to The Ops Box located in the personal items area.

SMOKING

No smoking is to take place near/in sight of patrons or the general public. Please dispose of all cigarette butts in the appropriate bins.

CODE OF CONDUCT

This code sets the standard of professional behaviour expected of employees, contractors and stakeholders to promote and maintain confidence and trust in the performance of duties. The purpose of this code is to provide an ethical framework for decisions, actions and behaviours and outlines the principles of conduct expected. All Employees/Contractors and Stakeholders are expected to perform their duties with efficiency, fairness, impartiality, integrity, honesty and compassion.

LEADERSHIP OPPORTUNITIES

Body & Soul Health & Fitness Studio value all employees and wants to see you succeed in your career. During your performance management reviews there will be opportunity for you to express interest in leadership and management roles or you can voice your interest at any time with management.



EMPLOYEE TRAINING AND DEVELOPMENT

Body & Soul Health & Fitness Studio is committed to the training and career development of employees. Training needs will be identified through performance management, feedback from employees and when legislative requirements may change.



CONCLUSION

Thanks for reading- we hope you enjoyed the information and are even more excited about commencing your new role with Body & Soul Health & Fitness Studio.

If you have any questions regarding your upcoming first day please don't hesitate to contact your direct Supervisor or the Management team.

See you soon!

The background of the image is a dark, almost black, field filled with numerous jagged, branching lines of a vibrant red color, resembling lightning bolts or a stylized map of a region. The lines vary in thickness and intensity, with some being very bright and others more faint. The overall effect is one of energy and movement.

950 Humffray Street South, Ballarat

Phone 5338 7320

www.ballaratfitness.com