

Preparing the customer environment

Level 2 Providing a positive
customer experience in the
fitness environment

Learning outcomes

By the end of this session you will be able to:

- Clean the exercise environment as required to maintain hygiene levels using appropriate cleaning substances
- Utilise appropriate signage to identify potential hazards whilst cleaning
- Demonstrate effective communication with customers and colleagues regarding cleaning

Preparing the customer environment

There are many aspects of preparing and maintaining the customer environment in a health and fitness facility

One of these is to ensure that the equipment and surrounding areas are clean and hygienic and ready for customer use

Preparing the customer environment

Maintenance and cleaning of all equipment should be carried out regularly to reduce the risk of germs spreading, preserving equipment and ensuring it is in safe working order

- Customers should wipe down equipment after use for hygiene and safety reasons
- Customers should wear appropriate clothing and footwear
- Floors should be kept clean and dry to prevent customers slipping and hurting themselves
- Paper towel dispensers should be regularly checked to ensure they are well maintained and stocked
- Hydration stations should be clean and full at all times and participants encouraged to drink throughout their session to avoid dehydration

Benefits of a good cleaning regime

- A clean and hygienic aesthetic appearance of the facility to new and existing customers
- The positive effect of a clean work environment on staff
- Prolonging the life of equipment and facilities to limit maintenance and replacement costs
- Increased customer recommendation ratings
- Increased staff retention
- Reduced cross infection
- Reduced risk of environmental health violations that may cause harm to staff or customers and may incur financial or more severe penalties for the organisation

Cleaning products

Every health and fitness facility will have different cleaning procedures and will use an array of chemicals and cleaning products along with different equipment to complete cleaning tasks

All of the following cleaning substances will be classed as hazardous substances and this means there will be detailed guidance for their use within an organisations normal operating procedures (NOPs)

Cleaning products	Uses
Abrasive cleaners	Abrasive cleaners and scouring powders use grit and grains to cause friction to remove dirt.
Acidic cleaners	Acidic cleaners are principally used as toilet or drain cleaners.
Alcohol-based cleaners	Alcohol-based cleaners are usually used to wipe clean permanent marks (e.g. pen).
Alkali cleaners	Alkali cleaners such as bleach or sodium bicarbonate are used to disinfect and remove ingrained dirt.
Detergents	Detergents and soap are used to wash surfaces or items e.g. washing-up liquid.
Disinfectants	Disinfectants are used to kill bacteria or viruses.
Multi-purpose cleaners	Multi-purpose cleaners are usually used to clean floors or spray surfaces.
Solvents	Solvents and spot removers are used where stains are difficult to remove with other cleaners. They can have different properties relevant to the type of stain.

Cleaning products

Each hazardous substance will be accompanied by a COSHH (Control of substances hazardous to health) sheet which will detail:

- What the product is
- What it should be used for
- What the ingredients are
- What to do if there is a spillage, incident or accident such as getting the substance in the eye, on the skin or swallowing it
- How to dispose of it

Cleaning products – Personal Protective Equipment

Many cleaning substances will require the wearing of personal protective equipment (PPE) to avoid skin splashes

Details of PPE will be included in the operating procedures

Types of PPE used in a health and fitness facility may include:

- Masks
- Rubber gloves
- Boots
- Aprons
- Respirators



Disposal of cleaning products

Some cleaners can be disposed of down the drain but some chemicals cannot

Alkali cleaners should not be disposed of in locations where acidic cleaners may be present (e.g. pouring bleach down the toilet after toilet cleaner has been added)

Large volumes of any cleaner, high risk or environmentally damaging chemicals may require professional or special disposal

Looking after the customer during cleaning

Safety of customers and other staff can be maintained by following certain procedures, such as:

- Cleaning at appropriate times when the gym is less busy
- Communicating appropriately with customers and staff whilst carrying out cleaning tasks
- Using appropriate signage during cleaning (wet floor signs, cones to restrict access)
- Paying attention to safety whilst using equipment such as vacuum cleaners (securing cables)
- Storing away all cleaning substances/equipment in a safe place
- Show courtesy and consideration to customers whilst cleaning
- Acknowledging customers if they approach your cleaning area

Looking after the customer during cleaning

When cleaning, gym usage may be limited for customers causing inconvenience

It is important for an instructor to recognise that further assistance or support may be beneficial

If possible, an instructor should pause the cleaning task to facilitate customer assistance or usage of the equipment or area