



BEVERLY ATHLETIC CLUB
YOUR COMMUNITY, YOUR CLUB

SERVICE DESK QUIZ - 90 DAYS

There are 20 questions. 100 points total, 5 points per question.
There are true/false, multiple choice, and short answer questions.

Name: _____ Date: _____

True/False (9): *Circle the correct answer.*

1. **Anyone can use the side door.**
 - a. *True*
 - b. *False*
2. **If a member is picking up their paperwork/documents, it can be found in the pick up drawer which is located under the main service desk computer in the left hand drawer.**
 - a. *True*
 - b. *False*
3. **Guests do not have to sign WaiverKing every time they come into the club.**
 - a. *True*
 - b. *False*
4. **HIIT classes are available to all members.**
 - a. *True*
 - b. *False*
5. **Before leaving the front desk, you should let the Membership rep know.**
 - a. *True*
 - b. *False*
6. **When Launch is happening at the club, it is free to the community; any members and non-members are welcomed.**
 - a. *True*
 - b. *False*
7. **The BAC Express location is located in the Cummings Center and is 24/7.**
 - a. *True*
 - b. *False*



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8. The only way for members to be able to sign-up for group exercise or HIIT classes is by either calling the front desk or stopping by the service desk for help.
- a. *True*
 - b. *False*
9. There are personal training clients who train at the club with our trainers who are not members.
- a. *True*
 - b. *False*

Multiple Choice (3): *Circle the correct answer.*

1. What are the four payment methods that are acceptable to use for members?
- a. *CC key/stored, CC swiped, house account and cash.*
 - b. *CC key/stored, CC swiped, ACH checking and house account.*
 - c. *CC key/stored, CC swiped, ACH checking, and cash.*
 - d. *None of the above are correct.*
2. Which of the following services and/or add-ons are available outside of a basic membership?
- a. *Pilates, HIIT, group exercise classes, and personal training.*
 - b. *HIIT, group exercise classes, youth activities center, and personal training,*
 - c. *Pilates, group exercise classes, personal training, and towel service.*
 - d. *Pilates, HIIT, personal training, and towel service.*
3. If you are doing a closing shift, what needs to be done with the laundry?
- a. *All laundry that is clean is to be put on the shelf in the white bins.*
 - b. *Collect all laundry and start the washer 1 ½ hours prior to close.*
 - c. *No laundry can be left in the washer overnight, only in the dryer.*
 - d. *All of the above are correct.*



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Short Answers: *Please write your answers below each question.*

1. What is the correct app for members to download if they are looking to be able to register for classes using their mobile device.
2. If a member informs you of an issue with a piece of equipment, what are you responsible for doing?
3. What happens to the pool with inclement weather?
4. What is a fitness evaluation? Who do you direct the member to if they want to set one up?



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5. What is FOD? Where is it located?

6. What are the 3 reasons and/or questions you may receive from members that indicate that you will want to send the member to Membership?

7. Where are gift cards located? What are the basic steps to selling a gift card?

8. Where are the lost and found bin(s) located?