Strategy

Objectives	*<<Write the objectives of the strategy here. What are you trying to achieve?>>* *[Approx. word count: up to 10 words]* *Students' wording may vary, but their response will need to include the cleanliness of the centre.* *Sample answer:* *The maintenance of a clean centre*			
Issue	*<<Write the issue here. What has happened, and what were the complaints about?>>* *[Approx. word count: 30 – 50 words]* *A complaint was received from a member that the equipment was not clean, and the counters were not well maintained. It is part of all the fitness instructors' responsibilities to maintain a clean centre.*			
Resolution/ Suggestions	*<<List three [3] resolutions/suggestions of how the objective can be achieved below.>>* *Students' suggestions/resolutions may differ, but they need to be consistent with the case study, the organisation's policies and procedures, the work schedule and the objective of the strategy.* *For example, they cannot suggest as a resolution assigning all the cleaning to the cleaning staff, as it is part of the Fitness Instructor's job description to maintain a clean centre as well. Or assign a task to a fitness instructor during the day/time that he or she is not available.*			
	What can be done?	**When/ how often?**	**Who will do it?**	**Who will review it?**
	1. *<<resolution/suggestion 1>>* *Spread the cleaning tasks throughout the week. Different tasks each day.*	*<<write your response here>>* *Different tasks/daily*	*<<You can include one or more staff members. >>* *Depending on the solution, they will need to choose staff members that are available to perform the task.*	Martin Saunders, Assistant Manager

	2. *<< resolution/suggestion 2>>* Complete the more time-cleaning duties at noon when the centre is not busy.	*<<write your response here>>* Every day between 12 pm – 4 pm	*<<You can include one or more staff members. See Work Schedule>>* Depending on the solution, they will need to choose staff members that are available to perform the task.	Martin Saunders, Assistant Manager
	3. *<< resolution/suggestion 3>>* Assign the routine checks to different team members according to their shifts (roster)	*<<write your response here>>* Different staff members/daily	*<<You can include one or more staff members. See Work Schedule>>* Depending on the solution, they will need to choose staff members that are available to perform the task.	Martin Saunders, Assistant Manager

Suggestions from the team members: