



Personal Training  
An Introduction to Life Time Fitness

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Our mission is to provide an **Educational, Entertaining, Friendly and Inviting, Functional and Innovative** experience of uncompromising quality that meets the health and fitness needs of the entire family.



## Life Time Fitness Interview Process

Congratulations on being selected to participate in the Life Time Fitness interview process! Our process is designed to identify Fitness Professionals dedicated to joining our team of industry leaders.

The following information will assist you in preparing for the interview process.

### How to Prepare:

Please review the following prior to your first interview:

- ✓ Job description
- ✓ Benefits summary
- ✓ Mission/vision
- ✓ Website

*Please dress professionally.*

### What to Expect:

|  |   |
|--|---|
| <p><b><u>Personal Training Department Head (PTDH)</u></b><br/>One hour - in person</p> | <p>The PTDH will use the <b>Targeted Selection</b> interview style. He or she will ask you a series of behavioral or situational questions. For example:<br/>"Tell me about a time you had to deal with a difficult customer. What did you do and what was the result?"</p> |
| <p><b><u>Practical Evaluation</u></b><br/>One hour – in person</p>                     | <p>The Practical Evaluation is comprised of three components:<br/>- Technical aptitude screening (tests basic knowledge)<br/>- Targeted Simulation (floor training exercise)<br/>-Sales Ability (measures sales aptitude &amp; comfort with member interaction)</p>         |
| <p><b><u>General Manager (GM)</u></b><br/>One hour – in person</p>                     | <p>The GM will also use the <b>Targeted Selection</b> interview style. He or she will expect you to know and understand the Life Time Fitness mission and vision.</p>   |
| <p><b><u>Regional Category Lead (RCL)</u></b></p>                                      | <p>The RCL may wish to connect with you via phone or in person during or following the interview process. The RCL's role is to provide guidance, support, and additional resource to all team members within the Personal Training department.</p>                          |

### After the Interview:

The PTDH will contact with you within 48 hours of your interview to discuss next steps.

If an offer is extended and accepted, you will be asked to come in and complete new hire paperwork.

All PT team members will also complete PT Certification, which takes place during the 3<sup>rd</sup> week of each month.



## Position Description

**Job Title:** Personal Trainer (Level I)  
**Department:** Personal Training  
**Reports to:** Department Head  
**Direct Reports:** None  
**FLSA Status:** Non-exempt  
**Updated:** June 2006

### General Summary

Member of the Personal Training Team which is responsible for providing various personal training services that offer members programs to maximize workout efficiency, improve fitness, increase stamina, enjoy their fitness experience and improve overall sense of well being. Schedule and complete record keeping according to standard operating procedures.

### Major Duties and Responsibilities

#### Member Experience

1. Develop safe, professional, exciting and comprehensive personal training programs to ensure clients are satisfied with their workout program and remain motivated to attain their personal fitness goals
2. Monitor and instruct clients during personal training sessions on the safe and effective use of cardiovascular, flexibility and strength training equipment
3. Educate members on current health and fitness issues and trends
4. Conduct fitness consultations for new clients including pre-participation screening, Medical History, Lifestyle questionnaire, and goal setting to assess and recommend personal training programs
5. Deliver personal training programs based on referring physician's instructions as required
6. Refer members to appropriate personal trainer level based on needs, when necessary
7. Complete and maintain accurate and current client files
8. Fulfill Member Service requirement, up to 25 hours per week– duties may include the following:
  - a. Fitness Assessments & Equipment Orientations
  - b. Service Desk
  - c. Facilitate Seminars
  - d. Fitness Equipment Cleaning

#### Sales & Promotion

1. Promote and sell personal training programs and services
2. Promote all Life Time Fitness programs, services and products

#### Financial & Budgetary

1. Responsible for achieving or exceeding monthly revenue and session goals
2. Develop and maintain a personal training client base
3. Maintain Business Development information

#### Managerial & Supervisory

1. Complete all administrative requirements associated with each client's fitness plan
2. Attend PT Department, "all club", and one-on-one meetings
3. Complete all assigned Life Time Fitness University courses
4. Remain current on certifications and new trends in the industry

## **Responsibilities of All Positions**

- Support and articulate the Life Time Fitness mission statement
- Maintain a Healthy Way of Life
- Adhere to company policies and procedures
- Ensure cleanliness of the club using all 5 senses:
  - Sight to ensure club is neat and orderly
  - Sound to ensure music/sound levels are appropriate
  - Touch to ensure floors, countertops, etc are clean and dry
  - Taste to ensure food & beverages in the café are up-to-standards
  - Smell to ensure the club is fresh and odor free

### **Customer Service:**

- Demonstrate positive attitude and actions through a display of courtesy, service, cooperation, hospitality, sensitivity, and professionalism to internal and external customers

### **Safety:**

Safety responsibilities include:

- Comply with all company safety rules
- Use all required safety devices and personal protection equipment
- Report accidents and injuries to supervisor as soon as possible
- Notify department head of any unsafe acts or conditions as soon as possible
- Participate in safety training and safety inspections
- Suggest methods of preventing hazards to safety committee

## **Minimum Qualifications**

### **Education:**

- High School diploma or GED
- Four-year degree in kinesiology, sports medicine, or other related field preferred

### **Experience:**

- One-year personal training experience preferred
- Program design experience preferred

### **Licenses / Certifications / Registrations:**

#### **Level I Personal Trainer**

- Certified Personal Trainer (Minimum of One Certification)
  - American Council on Exercise (ACE)
  - National Academy of Sports Medicine (NASM)
  - Cooper Personal Fitness Specialist (Cooper PFS)
- Lifetime Fitness Education
  - Master Your Metabolism (Training received during first week)
- CPR/AED certification

## **Knowledge, Skills, Abilities and Other Characteristics**

- Ability to build relationship with members
- Excellent customer service and promotional skills; energetic, enthusiastic and motivational
- Ability to resolve conflicts in a professional, tactful manner
- Excellent interpersonal skills
- Extensive knowledge of fitness, cardiovascular training, nutrition and program design
- Knowledge of safe exercise techniques, and potential injuries and ability to handle emergencies
- Demonstrate exercises and adjust machine weights, free weights, and cardiovascular equipment
- Ability to multi-task and learn quickly
- Excellent time management and organizational skills
- Ability to operate a computer and office software, Microsoft Word and Excel

### **Language Ability:**

**Language Ability- Intermediate-** Ability to read and interpret documents such as safety rules, operating

Note: This is not a comprehensive definition of this position. Position holders are expected to undertake any work that comes with the position's main objective. This position will be kept under review and may be changed at any time.

and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers, clients, and other employees of the organization in English.

**Math Ability:**

**Mathematical Skills- Intermediate-** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply basic concepts of basic algebra and geometry.

**Reasoning Ability:**

**Reasoning Ability- Intermediate Skills-** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Technical Skills:**

To perform this job successfully, an individual must have knowledge of Microsoft Word, Excel, Power Point, Microsoft Outlook.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires agility and the ability to perform an aerobic activity for the duration of a class. Bending and moving is done frequently. Physical activity will include standing, walking, reaching with hands and arms, climbing or balancing and talking or hearing more than 2/3 of the time sitting and stooping, kneeling, crouching or crawling. Lifting requirements are 50 pounds and occasionally up to 100. The vision requirements are close, distant, color peripheral, depth and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The work is performed in an athletic club environment and exercise studio. The noise level is usually moderate to high.

Note: This is not a comprehensive definition of this position. Position holders are expected to undertake any work that comes with the position's main objective. This position will be kept under review and may be changed at any time.



## Steps to Becoming a Personal Trainer

### Pre-learning:

- Review Introduction packet.
- Score at a “Yellow/Green” level on the Personal Trainer Criteria Sheet

### Application Process:

- Apply online
- Successfully complete the Personal Training (PT) interview process
- Attend and complete PT Certification (3<sup>rd</sup> week of each month)

## Personal Trainer Criteria

### 1. Educational Background

- Red: No degree
- Yellow: Unrelated degree (degree is outside of the fitness field)
- Green: Related degree (degree is within the fitness field)

### 2. Certifications

- Red: No certification
- Yellow: Nationally accredited PT certification in progress\*
- Green: One or more nationally accredited PT certifications (current)\*

\* Accepted certifications include NASM, NSCA, ACSM, ACE, NATA, NCSF, NPTI, and NSPA

## **2. Experience**

- Red: No experience
- Yellow: Unrelated experience
- Green: Related experience (One-on-one training, program design, sales)

## **3. Q/A Rating (comfort level selling, coaching, evaluating, driving for revenue goals)**

- Red: Not comfortable
- Yellow: Somewhat comfortable
- Green: Very comfortable



## **Life Time Fitness, Inc. and its Affiliates Benefits For Full-Time Team Members 2007/2008**

Medical Insurance – Life Time Fitness’s health insurance plan is modeled after some of the top health plans in the nation and is administered through America’s TPA. Life Time Fitness pays part of the premium and the team members pay the remainder. Team members are eligible for medical benefits on the first of the month following 90 days of full-time employment.

There are three plans to choose from: a plan that will pay more of your medical bills, one that will pay a bit less, and a high deductible health plan can be combined with a health savings account (HSA). While each plan has a different premium amount you will spend less money *in any plan* if you see in-network health providers. You can find in-network providers at [www.americastpa.com](http://www.americastpa.com).

All medical-plan-enrolled team members may use Caremark, a mail order pharmacy. This service is a convenient, moneysaving way to fill prescriptions on a regular, long-term basis for those who need medicine for treatment of high blood pressure, arthritis, diabetes, heart conditions, etc.

Dental Insurance – Life Time Fitness’s dental insurance is administered through Delta Dental. You can find Delta dentists by calling 1-800-448-3815. The plan will pay up to \$1,000 per member per year. Orthodontia coverage is available for all family members and benefits are payable at 50% up to a lifetime maximum benefit of \$1,000. Team members are eligible for dental benefits the first day of the month following 90 days of full-time employment.

Vision Insurance – Life Time Fitness’s vision insurance is administered through Spectera, a United Health Group company. You can find providers by calling 1-800-638-3120. The plan will pay for eye exams, as well as contact lenses or eyeglasses for you and your family. In addition, participants receive access to discounted refractive eye surgery.

Short Term Disability Insurance (STD) - Every full-time, benefit-eligible team member may buy STD equal to 60% of his/her monthly salary at low group rates. Benefits begin after 14 days of disability due to illness or injury and last up to 11 weeks. You pay no tax on STD benefits received.

Long Term Disability Insurance (LTD) - Every full-time, benefit-eligible team member may buy LTD equal to 60% of his/her monthly salary at low group rates. Benefits begin after 90 days of disability and may last up to social security age. You pay no tax on LTD benefits received.

Group Life/AD&D Insurance – Life Time pays for \$50,000 of life and accidental death and dismemberment insurance for every full-time, benefit-eligible team member.

Voluntary Life/AD&D Insurance – All full-time, benefit-eligible team members may buy additional life insurance (up to \$150,000) as well as accidental death and dismemberment

This is a brief summary of the Life Time Fitness benefits. It is not meant to be a complete description. The master group policies and summary plan descriptions govern the plans; copies of which human resources can provide to you.



insurance on themselves. Options also include spousal life insurance/AD&D up to \$30,000 and \$10,000 life insurance coverage for children. All are offered at low, group rates.

Pre-Tax Plan - Life Time Fitness offers benefit-eligible team members the option to save tax money when paying for their medical and dental premiums, and for daycare and medical expenses. You may put aside up to \$2,500 per year for medical expenses, and \$5,000 for dependant care expenses in pre-tax dollars.

Paid Time Off and FMLA Leave – All full-time team members of Life Time Fitness earn paid time off (PTO) beginning when they are benefit eligible. You can earn up to 7 days of paid vacation per year, and the schedule increases as your years at Life Time Fitness increase. Life Time Fitness follows the Family Medical Leave Act parameters.

Full-time team members are eligible for up to three days of paid leave in the event of the death of an immediate family member.

Retirement Plan - Life Time Fitness may match some amounts team members contribute to the plan (subject to the vesting schedule). A 401(k) plan lets you save for your retirement on a tax-free basis. All contributions and earnings in the 401(k) are not taxed, which allows your money to go further. Life Time Fitness may match some amounts team members contribute to the plan (subject to the vesting schedule). You may enroll after six (6) months at Life Time Fitness if you are 21.

Employee Assistance Program – LifeWorks offers confidential assistance with personal, legal, work, financial and other life issues 24 hours a day, 7 days per. Call 888-267-8126, or [www.lifeworks.com](http://www.lifeworks.com) to get assistance today.

Life Time Fitness Membership - All full-time team members receive a Life Time Fitness Sports Single membership good at all Life Time Fitness Sports centers, and a 25% discount on personal training, LifeCafe, and LTF nutritional products as well as a 15% discount on LifeSpa services.

Tuition Reimbursement Plan – Life Time Fitness recognizes the role formal education plays in improving team member competence. Life Time Fitness will reimburse for job-related courses at accredited educational institutions for full-time team members who have worked for Life Time Fitness for two (2) years.

Adoption Assistance – Life Time Fitness will aid in the adoption of children for full-time team members up to \$3,000 per family.

**NOTE:**

- In order to enroll or participate in health, life and disability insurance, retirement or pre-tax plans, the appropriate enrollment forms must be completed and submitted to the Human Resources department within 30 days of the team member's benefits eligibility date (in most cases the first of the month following 90 days of hire).

This is a brief summary of the Life Time Fitness benefits. It is not meant to be a complete description. The master group policies and summary plan descriptions govern the plans; copies of which human resources can provide to you.



- Medical and dental insurance benefits are discontinued at the end of the month of termination. If enrolled in medical or dental insurance at the time of termination, team members are offered the opportunity to continue this coverage as stated in the Consolidated Omnibus Budget Reconciliation Act.

This is a brief summary of the Life Time Fitness benefits. It is not meant to be a complete description. The master group policies and summary plan descriptions govern the plans; copies of which human resources can provide to you.

**Life Time Fitness, Inc. and its Affiliates**  
**Benefits for Part-Time Team Members 2007/2008**

Medical Insurance – there are three choices of affordable, limited medical benefit plans. These plans can help with common problems like the flu, or a broken bone. They cover doctor visits, accidental injury expenses, illness and prescriptions.

Dental/Vision Insurance – this plan will reimburse up to 45 common dental procedures and also help you save money on lenses, frames and contacts.

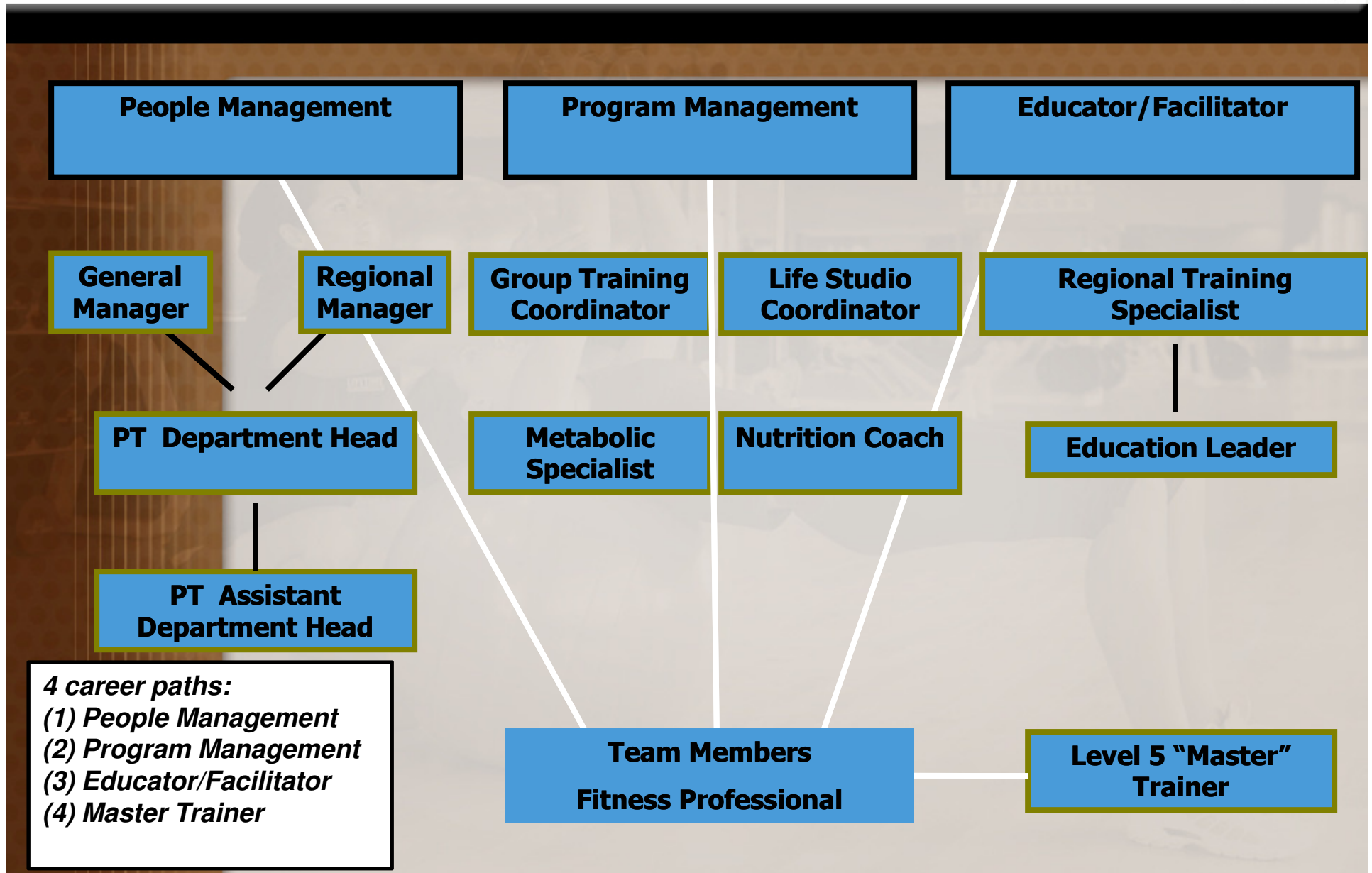
Disability Insurance – this plan will pay you money if you are unable to work for a short time.

In-Hospital Cash - this plan will pay you directly if you go into the hospital for a stay.

Employee Stock Purchase Plan – if you average 20 hours or more per week and have been employed at least six months you may join to purchase Life Time Fitness stock at a discount through payroll deductions.

401(k) – if you are age 21 or older, and have been employed at least six months, you may join the Life Time Fitness retirement plan to help save for your future.

# Career Development



# LIFETIME<sup>®</sup>

## FITNESS

### OUR MISSION

Our mission is to provide an *Educational, Entertaining, Friendly and Inviting, Functional and Innovative* experience of *uncompromising quality* that meets the health and fitness needs of the entire family.

### OUR VISION

To be a Premier Employer by making every team member more valuable each year while Building and Expanding a Macro Healthy Way of Life Company and Brand that is respected and coveted by Customers, Vendors and Competitors.

### HEALTHY WAY OF LIFE TRIANGLE

#### *Exercise*

Category-redefining health and fitness centers, services, products and athletic events

#### *Education*

Healthy Way of Life educational products and services

#### *Nutrition*

Uncompromisingly safe and effective nutritional products



Highest Possible Quality at an Exceptional Value



**Schedule Expectations**

Personal Trainers are typically scheduled for a 50 hour work week.

Each week is comprised of the following (actual hours may vary)

- 13 hours of assessments/lead generation
- 12 hours of revenue generation
- 10 hours of Personal Training
- 5 hours of general administration/meetings
- 5 hours of “Healthy Way of Life” activities (personal workouts, etc.)
- 5 hours of lunch/breaks

**Compensation**

Personal Trainers are compensated based on their experience and education, as well as performance and length of time with Life Time Fitness.

The following chart outlines average compensation by level.

|  | Level 1   | Level 2   | Level 3   | Level 4   | Level 5   |
|--|-----------|-----------|-----------|-----------|-----------|
| <b>Annual Compensation - Personal Trainers</b> | \$ 30,000 | \$ 38,000 | \$ 47,000 | \$ 53,000 | \$ 62,000 |

|   |   |
|---|---|
| <b>Annual Compensation – Management</b> | <b>Based on position - Compensation ranges between \$50,000 and \$100,000+ annually</b> |
|---|---|