

## **The Good News - Bad News Memo to PBC Clients,**

### **The Bad News First**

From August 16<sup>th</sup> to the 22<sup>nd</sup> the Langstaff studio will be SHUT DOWN completely for renovations.

We will cancel all sessions, both private and boot camp during this time. We ask all Langstaff clients that want to continue their training to book themselves at the Zenway location or our outdoor boot camp.

### **The Good News**

I have made it a point to make positive and exciting changes at least once a year since I began my career 13 years ago. I like to review my business and find ways to keep things "fresh". The goal is to improve service and create a better environment for everybody. I plan to be making a few changes, but only after I have confirmed that the process can be made. Here are a few great things we have planned for you.

- 1) **Renovations-** This year, I have decided to make some significant renovation changes to the Langstaff location. We will be eliminating the office and reception area to add much needed training space. Not super space, but some more elbow room on the training floor. Whew!
  
- 2) **We have also decided to sell more supplements and add a protein juice bar!** We have lots of great shake recipes! Mmm!
  - a. We expect renovations to start on Monday August 16<sup>th</sup> and finish Saturday August 21<sup>st</sup>. We will resume all training on Monday August 23<sup>rd</sup>. We apologize for the inconvenience that this may cause.
  - b. To facilitate these changes, we will move most of our administration and assessment services to our newly titled Head Office ~West Zenway ~ location.
  
- 3) **Sunday Boot Camps are here!** Starting August 22<sup>nd</sup> at the Zenway location, we will be starting boot camps at 9am and 10am. If things go well there, we will add Sundays to the Langstaff location. How's that?!? BAM!
  
- 4) **New Client registration:** We have (2) new guidelines for all new clients.
  - a. All new trials and clients will be directed pre-booked in through or with Angie Arcona. We will now require 10-15 minutes pre-screening to welcome them to our club and inquire about their current health, injuries & fitness level. We highly recommend the Academy I or PBC Interactive Trainer sessions for them.
  - b. All new clients will given a complete review of studio schedule, how to book, guidelines and service available to them this time. \*Initial screening will booked through this orientation only. Gift certificates for future assessments will provided during this orientation only.
  
- 5) In the works - a superior nutritional program.
  
- 6) In the works- a bar code entry key system. Registration done through a card swipe system.

**Staff and Schedule Changes Are Coming Very Soon**

I want to remind our clients that a lot of our staff will be going back to school. This means there will be changes in the administration team as well as some of the trainers conducting boot camp sessions.

Our administration staff did a bang up job this summer to clean-up and improve our customer service. Our "new-look" personal training team will adapt to the new changes. We will ensure that you receive top quality training and leadership that remains a signature of PBC.

Much more to come...

Thank you,

Paul Walker