

Prospective Internship Site Profile
Department of Health Education & Behavior

Location: Raleigh North Carolina Date: 11/2/15
City State

Agency: Health Fitness- LifeConnections

Contact: Internship Coordinator-Jacob Orndorff

Address: 7100 Kit Creek Rd. Ridge Building 9 Research Triangle Park NC/27709
Street / PO Box City State / Zip

Phone: 919-392-3481 Fax: _____

Email: rtp-fitnessstaff@cisco.com Website: http://healthfitness.com/

What semesters is your agency available to accept interns?

- Fall (August – December) Spring (January – April) Summer (May – August)

Normal work hours (Please indicate any evening or weekend time commitments):

530am-9:00pm M-F 8am-12pm Saturday

Is office space available to interns? Yes No

Comments _____

Is a computer available to interns? Yes No

Comments _____

Does your agency offer paid or non-paid internships? Non-paid Paid (amount): Non Paid

List other benefits your agency offers interns (i.e. housing, health insurance, travel reimbursement, etc.)

List required purchases for interning with your agency (i.e. parking pass, uniform, etc.)

We provide a T-Shirt; students must purchase athletic pants/shorts and athletic shoes.

List the required skills or previous experience necessary for interning with your agency.

Required skills:

- A passion for health and fitness
- Finishing a degree in a major that relates to health, wellness and/or exercise science
- Great customer service skills and computer literacy

Preferred skills:

- Experience working in a Fitness Center/Recreational facility
- Certified as a personal trainer or group exercise instructor (with experience)
- Volunteer experience relating to the health/fitness industry

Special Requirements (i.e. special application, proof of health insurance, immunization, etc.)

Please note: All interns are required to purchase professional liability coverage for \$1,000,000.

No special requirements

List a description of duties your agency expects to be fulfilled by interns. Please include additional literature if desired.

Development Plan

- Develop goals and objectives and create a timeliness of events with due dates to ensure all goals, objectives, and assignments are met by end of internship.

Daily Operations

- Open and close the facility
- Greet and socialize with members
- Conduct facility maintenance and cleaning duties
- Conduct fitness assessments and orientations
- Create weekly blog entries on health related topic

Fitness Assessments and Orientation

- Body composition measurements
- Blood pressure
- Height and weight
- Aerobic capacity
- Flexibility
- Coronary risk
- Muscular endurance/strength
- Consultation
- Exercise prescription & program design
- Fitness Center orientations

Incentives, Contests, & Events

- Design or contribute to program format
- Plan and develop time line for events
- Promotion
- Implementation
- Evaluation of program

Public Speaking

- Presentation
- Fitness Center orientation
- Group Exercise instruction

Computer Skills

- Be familiar with and able to use following programs:
CSI Microsoft Publisher Internet Explorer, Microsoft Word/Excel Microsoft Outlook Mozilla Firefox Technogym MyWellness Microsoft Powerpoint Google Chrome

List any important information about your agency.

The LifeConnections internship program at Cisco Systems, Inc., offers a comprehensive internship opportunity to qualified undergraduate and graduate students seeking practical experience in a corporate fitness setting.

Applicants will be qualified in the areas of

- exercise science
- health promotion
- health education
- recreation
- other health related fields

Would you like to be added to the Department's list of approved sites for future interns? Yes No

FOR OFFICE USE ONLY: CONTRACT ON FILE: _____

Approval of Intern Coordinator: _____ Date: _____

Approval Expiration Date: _____



LifeConnections Fitness Center



INTERNSHIP MANUAL

HealthFitness
Cisco Systems Inc.

7100 Kit Creek Rd.
Ridge Building 9
Research Triangle Park, North Carolina
27709
919-392-3481

Updated: August 2015

Overview

Welcome to the Internship Program for the Fitness & Wellness Services of HealthFitness. As part of the HealthFitness, our mission is to improve the health and well being of the people we serve. We do this by committing our 7-Program Corner Stones. HealthFitness is committed to delivering 5 Star Service to clients and members of its award-winning fitness and wellness programs. We focus on achieving Your Goals – whatever they are.



In December of 2003 Health Fitness Corporation purchased the Health and Fitness Services Division of Johnson & Johnson Health Care Systems. The “new” HealthFitness is the largest and most experienced health and fitness management services organization in North America; serving health, fitness, and wellness, and occupational health needs of corporations, hospitals, universities, and communities since 1975. Please read information about HealthFitness Corporation and Trustmark on their web sites, and ask any questions to the Program Manager and Internship Coordinator.

This guide has been designed to provide you with a detailed look at all the recommended areas that an intern would be exposed to, the evaluation process, and other helpful hints.

We view interns as a valuable part of our health promotion program and essential for the identification of future HealthFitness employees.

Thank you for your interest in the HealthFitness internship program.

The LifeConnections internship program at Cisco Systems, Inc., offers a comprehensive internship opportunity to qualified undergraduate and graduate students seeking practical experience in a corporate fitness setting.

Applicants will be qualified in the areas of

- exercise science
- health promotion
- health education
- recreation
- other health related fields

They will also possess the following superior skills:

- written and verbal communication
- computer literacy
- time management
- professionalism

Interns will gain knowledge in the areas of

- fitness center management and operation
- recreation and/or health and wellness program planning and development
- exercise orientation and prescription
- data management
- customer service

Cisco Systems, Inc. and its 9,500 square foot LifeConnections fitness facility, reside in Research Triangle Park, North Carolina, which is located between Raleigh and Durham. The services offered include: fitness center, personal training,, health promotion programs, health education programs, wellness events, recreation programs, and more. Cisco Systems, Inc. has an employee population of approximately 6,600 and is rapidly growing.

For more information contact:

Internship Coordinator
LifeConnections Fitness Center
Cisco Systems, Inc.
7100 Kit Creek Rd.
Research Triangle Park, NC 27709
Phone: (919)-392-3481
Fax: (919)-392-9593
www.hfit.com

Internship Resources

HELPFUL WEBSITE LISTINGS

UPDATED August 2012

Jobs

1. www.hpcareer.net The Leader in Delivering Career Resources in Health Promotion
2. www.exercisejobs.com
3. www.exercisecareers.com
4. www.wellnessconnection.com
5. www.phfr.com
6. www.bluefishjobs.com
7. www.ymca.net

Certifications

1. www.acsm.org American College of Sports Medicine
2. www.afa.com Aerobics and Fitness Association of America
3. www.acefitness.org American Council on Exercise
4. www.nasm.org National Association of Sports Medicine
5. www.nasca-lift.org National Strength and Conditioning Association

Fitness Resources

1. www.ptonthenet.com the #1 online education resource for fitness professionals
2. www.fitnessonline.com Fitness Website with articles and workouts
3. www.onlinefit.com Fitness Website with exercise library
4. www.presidentschallenge.org Fitness Resource from the President

Nutrition Resources

1. www.eatright.org American Dietetic Association
2. www.fda.gov Food and Drug Administration
3. www.cyberdiet.com

Health Resources

1. www.americanheart.org American Heart Association
2. www.mayoclinic.com Reliable Information for a Healthier Life
3. www.webmd.com Everything Medical Related
4. www.redcross.org American Red Cross
5. www.cdc.gov Center for Disease Control
6. www.stress.org American Institute for Stress

Areas of Concentration

At HealthFitness we believe learning is in doing. The student intern interested in receiving *on-the-job training* in the field of corporate health promotion will find our program to be an outstanding educational experience.

It is important for the intern to understand the organization beyond the account where they will be located. Our company mission is to provide superior science-based products and services that improve health behaviors and reduce cost of care. To provide a broader perspective, it is recommended, if geographically feasible, that the intern visits other accounts, and meets with the Account Executive responsible for the site and become familiar with the financial aspects of the business.

- Internship/Development Plan

In the early stages of the internship the student should have an understanding of the key objectives he/she would like to accomplish during his/her experience with HealthFitness. Each intern will meet with his or her immediate supervisor to determine the format and presentation of this information. This is a critical first step in establishing a well-focused internship.

- Program Planning and Budgeting

Each account is responsible for budgeting costs associated with the entire program at their site. The intern may assist in tracking information for monthly variance reports and may also become familiar with a budgeting system. Program plans are also determined on an annual basis by the account manager and are implemented quarterly. With this knowledge, along with the site demographics, health reports, and interest surveys, the intern may assist in determining new programs for the employees.

- Fitness Assessments

The Health Profile is a health risk appraisal conducted by a trained professional. The Health Profile includes biometric measures such as blood pressure, height, weight, body composition, a sub-maximal aerobic test, flexibility, and strength measurements which examine healthy lifestyle practices. The participant receives an analysis of all this data, suggestions for positive change, and specific, personal feedback from the health educator. The Health Profile is offered by many of our client sites, and, in some cases, is a prerequisite for participation in any exercise program at a specific location. Interns may be exposed to, or learn the processes in place to, manage the profiles and become familiar with how the data is captured for group data reports.

- Health Risk Reduction Programs

The HealthFitness Health Improvement Programs are behavior modification seminars. They are designed to help employees increase their knowledge as well as set and reach personal health goals in a variety of lifestyle areas, such as nutrition, weight control, stress management, smoking cessation, blood pressure control, assertiveness and many others. In addition to observing and participating in the current programs, the intern may assist in planning, promoting and scheduling future classes.

- Marketing Strategies

Marketing the program and keeping it highly visible to the target population is key to the success of the overall program. Promotional tools such as phone and computer messages, bulletin

boards, posters, desk drops and brochures are used most frequently. A combination of writing skills, creativity, and familiarity with graphics and word processing programs is a necessity.

- **Fitness Center Operations**

The intern should develop competency in using all of the equipment in the Fitness Center, and may be expected to supervise the facility. Supervision requires outstanding customer service skills as well as knowledge of exercise, the facility procedures, and the equipment.

- **Facility Maintenance**

General maintenance of the fitness center and equipment is the responsibility of the entire staff. The intern may be responsible for daily, weekly, and monthly duties to ensure a high quality facility.

- **Special Projects and Experiences**

Throughout the year special programs such as health fairs, weight clinics, fitness testing, energy breaks, contests, and games are offered. The intern may assist in planning, promoting, implementing and evaluating these programs in order to gain well-rounded experience in project management as it relates to corporate wellness.

- **Internship Project**

Interns will be required to coordinate one major project, to be determined through consultation with, and approval of, the on-site Internship Coordinator and the student. This project will reflect both the needs and interests of the student and the company.

The Evaluation Process

The evaluation of the intern serves two critical purposes. First, the evaluation identifies those areas in which the student excels. Secondly, it helps to provide the basis for a development plan. It also helps HealthFitness to identify potential high quality candidates for future positions within the company as the final evaluation tool.

Evaluation of the intern is a process which is ongoing throughout the internship. At least two formal review sessions will be scheduled, one at the midpoint and one at the end of the internship. The evaluation is based on the HealthFitness Merit Guidelines and the college/university evaluation forms.

Evaluation Guidelines

Evaluation factors are site dependent. Guidelines frequently used for evaluation are based on the following factors:

- Customer Service
- Teamwork
- Facility Operations
- Communication Skills
- Professionalism
- Goals and Objectives
- Technical Skills
- Internship Checklist Completion
- Class Instruction
- Personal Training
- Time Management
- Program Planning

The specific areas being measured will be communicated at the start of the internship.

Performance Criteria

RATING RANGE	RATING	DESCRIPTION/EXPLANATION
Outstanding	5	Performed all responsibilities with a high degree of competence; showed a high level of interest in gaining new experiences and knowledge; made significant contributions to the program.
Above Expected	4	Performance was above expected in all or most of the skill areas.
Effective	3	Level of performance was effective in all or most of the skill areas.
Needs Improvement	2	Level of performance was average for some of the skill areas.
Unsatisfactory	1	Level of performance was unsatisfactory in all of the skill areas.

Basic Duties of the Intern

Development Plan

- Develop goals and objectives and create a timeline of events with due dates to ensure all goals, objectives, and assignments are met by end of internship.

Daily Operations

- Open and close the facility
- Greet and socialize with members
- Conduct facility maintenance and cleaning duties
- Conduct fitness assessments and orientations
- Create weekly blog entries on health related topic

Fitness Assessments and Orientation

- Body composition measurements
- Blood pressure
- Height and weight
- Aerobic capacity
- Flexibility
- Coronary risk
- Muscular endurance/strength
- Consultation
- Exercise prescription & program design
- Fitness Center orientations

Incentives, Contests, & Events

- Design or contribute to program format
- Plan and develop timeline for events
- Promotion
- Implementation
- Evaluation of program

Public Speaking

- Presentation
- Fitness Center orientation
- Group Exercise instruction

Computer Skills

- Be familiar with and able to use following programs:

CSI

Microsoft Word/Excel

Technogym MyWellness

Microsoft Publisher

Microsoft Outlook

Microsoft Powerpoint

Internet Explorer

Mozilla Firefox

Google Chrome

Expectations and General Information

- Ask questions any time!
- Key contact person is the Internship Coordinator.
- Take responsibility for schedule, timeliness, and appearance.
- Take responsibility for getting answers to questions from members within 24 hours.
- Be visible and out on the floor during peak hours.
- Be open to constructive feedback.
- Be willing to do any work asked of you, even if not stated in your weekly objectives.
- Understand you will not do anything we do not do ourselves.
- Demonstrate initiative.
- Be punctual with schedule and deadlines.
- Practice clear communication skills with staff and members.
- Be able to prioritize and juggle multiple assignments.
- Be willing and able to cope with continuous changes.
- Be willing and able to work through conflict.
- Have a high level of energy and enthusiasm.
- Share new ideas and creativity.
- Pay close attention to detail.
- Abide by LifeConnections Fitness Center dress code.

LifeConnections Dress Code

Daily dress:

- Athletic shirt (red or blue) without writing
- Athletic pants (black/khaki)
- Tennis shoes/sneakers
- Plain Lightweight jackets (black, navy, grey, or white) may be worn.

Do NOT wear:

- Hats
- Overalls
- Jeans
- Heels
- Cotton sweatpants
- Clothing with writing
- Work boots

Workout Attire:

- Should be worn while participating or leading group exercise classes
- Should have appropriate coverage
- Minimal writing/language

Opening & Closing Procedures

Opening Procedures

1. Turn on lights in fitness center (light switches located in consultation room behind trainer station)
2. Turn on fans (fan switches located in consultation room behind trainer station)
3. Using the touchpad, enter passcode then touch "all on" to turn on music, tv's & DMP's.
4. Turn on 2 Espresso bikes
5. Walk through the locker rooms, turn on lights and make sure towels are stocked and lockers are empty
6. Log into the member check in computer (use the mouse & keyboard labeled #2)
 - a. Open CSI
 - b. Log in as POS Lobby RTP(2)
 - c. Make sure it is set to "POS Lobby RTP 9 (2)" workstation
 - d. Click on Programs
 - e. Then click the + located next to "Check-In"
 - f. Shrink the CSI screen and then open "Member Operated Check-In"
7. Log into Staff Operations computer using mouse/keyboard # 1 and open CSI, make sure signature pad is ready to go.
 - a. Make sure workstation is set to POS Lobby RTP 9
8. Open/Unlock front doors using button under the front desk

Closing Procedures

1. Restock all towels (locker rooms and fitness center)
2. Empty all towel drop baskets
3. Wipe down cardio equipment
4. Make sure free weight area is picked up and tidy & weights are re-racked in proper place.
5. Check group fitness studios; make sure that supplies are picked up, equipment is in proper place & space is clean
6. Turn off TV's and music on touchpad 5 minutes before closing
7. Open all lockers, remove any items that people have left and place into "lost & found"
8. Turn off lights in locker rooms
9. Turn off Espresso bikes
10. Turn off all fans, lights & monitors in the fitness consultation room
11. Lock all trainer desk drawers
12. Log off both front desk computers and place the mice & keyboards into front desk drawers
13. Lock all front desk drawers
14. Lock all doors- storage, offices, utility room
15. Put front desk chairs in front consult room
16. Make sure front entry doors are shut & locked.

Emergency Procedures & Important Numbers

Emergency Procedures:

In the event of...

- A fire or fire drill: Alert everyone in the fitness center and lead them towards the back parking lot to meet. Make sure everyone is out of the fitness center before you leave and do not lock the doors on your way out.
- Medical emergency: Assess the situation and respond accordingly. Dial 2-2222 if Cisco ERT (emergency response team) is needed.

Important numbers:

- Safety & Security and all emergencies: 919-392-2222
- Facilities: 8-526-4444
- GTRC (for computer problems): 8-526-8888
- Lead Lobby Ambassador: 919-392-3594
- Shipping & Receiving: 919-392-2818
- Copy Center: 919-392-3200

Staff Numbers:

- Alicia: 814-598-2139
- Lee: 919-606-2598
- Emily: 984-244-8107
- Matt: 919-449-5603
- Meredith: 336-512-6724

*If there is a problem, call Alicia/Lee as well as the staff member you are working with.

Guest Policy

The Fitness Center is available to ONLY and ALL badged Cisco employees and contractors.

Non-Member - Cisco Employee Guest Policy

- All visiting (RTP Non Members or from another Cisco site) Cisco employees are welcome to use the Fitness Center
- They must buy a visitor pass from the Front Desk.
 - LifeConnections Fitness Center Members from SJC – FREE
 - LifeConnections Fitness Center Members from BXB, OTT, Richardson, Lawrenceville, pay \$2/day
 - Cisco Employees, non-fitness center members pay \$5/day or \$10/week.

Family and Friends Guest Policy

- Family and friends are **NOT permitted** to use the LifeConnections Fitness Center.

Goals and Objectives

My goals during this internship are...

- 1) _____

- 2) _____

- 3) _____

I will reach those goals by...

Goal 1: _____

Objectives:

1. _____
2. _____
3. _____

Goal 2: _____

Objectives:

1. _____
2. _____
3. _____

Goal 3: _____

Objectives:

1. _____
2. _____
3. _____

Internship Program

Title:

Dates:

Times:

Description:

Target population:

Promotion Strategies:

-
-
-

Evaluation Plan:

-
-
-

Other:

Internship Program Wrap-Up

Title:

Dates:

Times:

Description:

Number of People Registered (males/females):

Number of People Actively Participated:

Number of Program Events (classes, sessions, etc.):

Promotional Strategies (attach):

-
-
- - What was the most effective strategy?

Evaluation (attach):

- Pre-measurements
- Post-measurements

Survey Results:

-
-
-

Comments:

Internship Presentation

Title:

Date:

Time:

Location:

Description:

Target population:

Means of advertising:

-
-
-

Plan for Evaluation:

-
-
-

Other:

Play BINGO and improve your customer service!

Goal: HealthFitness employees will give world-class customer service. By doing so, HealthFitness will maintain current clients and expand potential for new business.

Objective: During this internship, each intern will obtain a superior or outstanding rating on the “customer service” portion of his/her performance review.

Intervention: Complete this BINGO form and review content of responses with your internship coordinator. Write a reaction to all interactions.

Please complete form and return to your advisor by end of week 2.

Plan to meet with the above-mentioned person for 15 minutes in order to discuss results of your BINGO activity.

B I N G O

1. Learn the name of one female member and her favorite vacation spot.	1. Commend or correct 5 members' form while exercising (Group ex not included)	1. Demonstrate one exercise for each major muscle group for a staff member	1. When a potential member walks in to your facility, stop what you're doing and give him/her a tour of facility and description of services.	1. Go up to 5 people in the fitness center you don't know and introduce yourself.
2. Offer to create a workout program for one person	2. Take extra time orientating a new member to the facility or a particular service.	2. Teach a member how to use 3 different types of Cardio Equipment.	2. Follow up with one member about an inquiry he/she had within the past month.	2. Ask a co-worker for a concrete, sincere suggestion that would help YOU improve your quality of service.
3. List 1 barrier you encountered when trying to give good customer service- and how you overcame it.	3. Learn the name of one male member and his pet.	3. Spend an entire hour in the member area (fitness floor or lobby) talking with members.	3. Attend a group exercise class.	3. Have a discussion with a member about a particular health/fitness topic
4. Stand up from your chair as a member or potential member approaches desk.	4. Explain our services to a potential member.	4. Surprise a person by knowing their name	4. Teach a member a new exercise when asked for help.	4. Learn something new about a member - Kids? Grandkids? Hobbies?
5. Learn five members names	5. Recall your best customer service experience and emulate in your work on a particular day.	5. Ask a member about their exercise routine. Make recommendations if necessary.	5. Teach 2 staff members a positive customer service technique.	5. Ask a member for one positive service encounter he/she had at your facility with another staff member- be specific! Then share the feedback with that staff member.

Internship Checklist: Week 1

(Check off as completed)

Getting Oriented

- Obtain HealthFitness nametag
- Obtain Cisco badge
- Set up Cisco e-mail
- Complete Daily Operations orientation: Review
 - Security and emergency procedures
 - Opening and closing procedures
 - TV/Music operations
 - Phone use and etiquette
 - Guest Policy
 - Money handling
 - Copy/fax machine
 - Massage therapy scheduling
 - Recreation ball check out
- New member orientation
 - Online employee/contractor registration
 - Medical clearance process
 - Schedule/conduct initial personal training sessions
 - Become familiar with Fitness Center services
- Equipment & Maintenance
 - Go through equipment with staff member
 - Become familiar with equipment
 - Create account on MyWellness.com & MyWellness Professional
 - Become familiar with MyWellness & exercises/assigning workouts on MyWellness Professional
 - Weight room pick up
 - Check/refill spray bottles, paper towels, hand sanitizer, & air freshener
- CSI orientation
 - New member process
 - Scheduler
 - Gate controller
- Review group exercise schedule

Equipment Orientation & Training

- Observe equipment orientations
- Observe fitness assessments
- Observe new member personal training session
- Review current and upcoming Fitness Center programs

Internship Information

- ___ Schedule a time with Alicia or Lee to go over HealthFitness presentation
- ___ Review internship manual
- ___ Review internship dates and deadlines
- ___ Set goals and objectives for internship (see page 16)
- ___ Program – brainstorm ideas, have general idea by end of week (see page 17)
- ___ Presentation – brainstorm ideas, have a general idea by end of week (see page 19)

Group Exercise

___ Observe & participate in 3 different group exercise classes during your shift – mark it out in the schedule

___ Class: _____ Date: _____ Instructor: _____

___ Class: _____ Date: _____ Instructor: _____

___ Class: _____ Date: _____ Instructor: _____

Trainings

___ e-Central trainings, Data Privacy – record date completed

Policies & Procedures: _____

Recorded Presentation: _____

Quiz: _____

Training Acknowledgement Form: _____

___ Practice blood pressure measurements – record number of people practiced on

___ Practice skinfold measurements – on staff

Miscellaneous

___ Begin BINGO card – customer service assignment

___ Meet & greet with members

___ Begin learning people’s names – will need to know a minimum of 25 names by week 6. (Make a list of people’s names & something specific about them)

___ Staff meeting

___ One on one meeting

Notes:

Internship Checklist: Week 2

(Check off as completed)

Daily tasks

- Greet and talk with members
- Customer service assignment
- Complete BINGO card
- Check towels, spray bottles, and paper towels

Exercise Programming

- Schedule and shadow initial personal training sessions
- Conduct a mock individualized exercise program for a staff member

Paperwork

- Review new member registration process with staff member
- Add new members to Fitness Center mailing alias

Group Exercise

- Observe & participate in 3 different group exercise classes during your shift – mark it out on your schedule

Class: _____ Date: _____ Instructor: _____

Class: _____ Date: _____ Instructor: _____

Class: _____ Date: _____ Instructor: _____

Practical Skills/Trainings

- Practice blood pressure & record number of participants
- Practice skin fold measurements & record number of participants
- Exercise prescription assignment
 - A member wants a defined 6 pack, what types of questions would you ask them? What advice would you give them?
- e-central Customer Service Training– record date completed
 - The Basics of Customer Service: _____
 - Moments of Truth... Moments of Magic: _____
 - Creating Customer Retention and Referral: _____

Project & Presentation

- Presentation
- Have a final decision by end of week, set date, and create sign up page.
- Project
- Collaborate with staff to plan involvement in current Fitness Center program.

Miscellaneous

- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 3

(Check off as completed)

Daily tasks

- Greet and talk with members
- Complete customer service assignment
- Meet 5 new members and build a rapport with them.
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- e-central Safety training modules 11-13 – record date completed
 - Blood Borne Pathogens! Be Aware!: _____
 - Safety: Slips, Trips, and Falls: _____
 - Preparing to Deal with Sudden Cardiac Arrest: _____
- Exercise prescription assignment
 - A member has been doing 45-60 minutes of cardio trying to burn fat and lose weight but it's not working. What advice would you give them?

Group Exercise

- Take 3 different group exercise classes – mark it out on your schedule
 - Class: _____ Date: _____ Instructor: _____
 - Class: _____ Date: _____ Instructor: _____
 - Class: _____ Date: _____ Instructor: _____

- Plan & schedule classes you'd like to teach, run dates & classes by Group Exercise Class Program Coordinator

Project & Presentation

- Begin advertising for presentation
 - Create flyer
 - Put information on the WebEx Social Page
 - Create sign up page
 - Ask for it to be added to the weekly e-mail
 - Any other means of advertising
- Begin preparing for presentation – should be finished at least 1 week prior to presentation date
 - Schedule a time to do a mock presentation with at least one other staff member (ideally, during a staff meeting)
- Project
 - Continue with involvement in program.
 - Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

___ Staff meeting

___ One on one meeting

Notes:

Internship Checklist: Week 4

(Check off as completed)

Daily tasks

- Greet and talk with members
- Complete customer service assignment
 - Help 2 members improve their form on an exercise & show 2 members exercises and/or machines they have not tried before.
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- e-central Communication trainings – record date completed

The Platinum Rule: _____

The Power of Listening Part 1: _____

The Power of Listening Part 2: _____

The Power of Listening Part 3: _____

The Power of Listening Part 4: _____

The Power of Listening Part 5: _____

- Exercise Prescription assignment

You are training a client (30 minute sessions) and he/she can't make it through the entire session due to fatigue (mental and physical), dizziness, and nausea. What do you do? What could be the problem? What are some key questions you should ask?

Group Exercise

- Plan to take any classes you have not taken yet – mark it out on your schedule

Class: _____ Date: _____ Instructor: _____

Class: _____ Date: _____ Instructor: _____

- Begin teaching classes – Create a plan and practice with a staff member

Project & Presentation

- Continue to promote presentation

Continue preparing for presentation – should be finished at least 1 week prior to presentation date

- Project

Continue with involvement in program.

Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

___ Staff Meeting

___ One on one meeting

Notes:

Internship Checklist: Week 5

(Check off as completed)

Daily tasks

- Greet and talk with members
- Complete customer service assignment
 - Go above and beyond with new potential members, help them with paperwork, show them around the facility, schedule a fitness assessment AND orientation.
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- e-central Engagement trainings – record date completed
 - The 20-60-20 Rule for Internal Marketing: _____
 - Innovative Participant Engagement Strategies: _____
- Exercise Prescription assignment
 - A member had to get physician clearance to use the gym because she was taking blood pressure medication. What is the concern with taking this type of medication as it relates to exercise prescription. Write an exercise prescription for this individual's cardio workout.

Group Exercise

- Plan to take any classes you have not taken yet – mark it out on your schedule
 - Class: _____ Date: _____ Instructor: _____
 - Class: _____ Date: _____ Instructor: _____
- Teach classes – Create a plan and practice with a staff member
 - _____
 - _____
 - _____

Project & Presentation

- Continue to promote presentation
- Continue preparing for presentation – should be finished at least 1 week prior to presentation date
- Project
 - Continue with involvement in program.
 - Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 6

(Check off as completed)

Daily tasks

- Greet and talk with members
- Complete customer service assignment
 - Make a list of at least 25 people that you've met and something you've learned about them
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Exercise Prescription assignment
 - A member had rotator cuff surgery one year ago and wants to work on strengthening his shoulder. Develop a program for him to follow from warm up to cool down.

Group Exercise

- Take classes you'd like more experience with – mark it out on your schedule
 - Class: _____ Date: _____ Instructor: _____
- Teach classes – Create a plan and practice with a staff member
 - _____
 - _____
 - _____

Project & Presentation

- Continue preparing and promoting presentation
- If already presented:
 - Send Thank you e-mail and survey to participants
 - Write self evaluation of presentation
 - Receive feedback from internship coordinator
- Project
 - Continue with involvement in program.
- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Have midterm evaluation with internship coordinator
- Make a list of at least 25 people that you've met and have a rapport with
- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 7

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Schedule a time with Program Manager to shadow them for an hour of their day

- Schedule a time to shadow at least 2 personal training sessions with one or more staff members

Trainer: _____ Client: _____

Trainer: _____ Client: _____

- Exercise Prescription assignment

A member complains of lower back and mild neck pain due to poor posture.

What are some exercises, stretches, etc. that you would recommend to them?

Group Exercise

- Take classes you'd like more experience with – mark it out in the schedule

Class: _____ Date: _____ Instructor: _____

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Continue preparing and promoting presentation

- If already presented:

Send Thank you e-mail and survey to participants

Write self evaluation of presentation

Receive feedback from internship coordinator

- Project

Continue with involvement in program.

- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Schedule site visits to IBM, Fidelity, MetLife, NetApp, Duke, BCBS

- Staff meeting

- One on one meeting

Notes:

Internship Checklist: Week 8

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Schedule a time to shadow at least 2 personal training sessions with one or more staff members

Trainer: _____

Trainer: _____

- Exercise Prescription assignment, due Friday

A new female member has been doing cardio for 1 month: 4 days/week for 45 minutes. She would like to begin incorporating some strength training, but doesn't want to "bulk up". She wants a full body routine, but would like to pay special attention to triceps, glutes, and thighs. How would you go about creating a workout plan for her? What would it be?

Group Exercise

- Take a class you'd like more experience with – mark it out in the schedule

Class: _____ Date: _____ Instructor: _____

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Continue preparing and promoting presentation

- If already presented:

Send Thank you e-mail and survey to participants

Write self evaluation of presentation

Receive feedback from internship coordinator

- Project

Continue with involvement in program.

- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Site visits to nearby corporate fitness centers

- Staff meeting

- One on one meeting

Notes:

Internship Checklist: Week 9

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork – Fridays

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Schedule a time to shadow at least 2 personal training sessions (complementary or not) with one or more staff members

Trainer: _____

Trainer: _____

- Exercise Prescription assignment

A new member wants to get reintroduced to weight lifting. He says he used to lift a lot in high school and college but hasn't done much since (10 years ago). What types of questions would you ask to get more information? What is an example of a program you would recommend for him?

Group Exercise

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Continue preparing and promoting presentation
- If already presented:
 - Send Thank you e-mail and survey to participants
 - Write self evaluation of presentation
 - Receive feedback from internship coordinator

- Project

Continue with involvement in program.

- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 10

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Exercise Prescription assignment
 - A member is fairly new to running, but has been using it as her only form of exercise for about 2 years. She has noticed, within the last year, some lower back pain that comes and goes, but has been bothering her more frequently. She is now starting to notice (within the last month) hip and knee pain. She runs anywhere from 10-15 miles per week and prefers running outside to treadmills. What could be causing her pain? What advice would you give her?

Group Exercise

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Presentation
 - Send Thank you e-mail and survey to participants
 - Write self evaluation of presentation
 - Receive feedback from internship coordinator
- Project
 - Continue with involvement in program.
- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 11

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Exercise Prescription assignment
 - You are leading a boot camp class outdoors. Class has about 20 minutes left and one of your participants appears lethargic and dazed. Another member playfully jokes, "I don't even think he's sweating anymore!" What could be the problem and what do you do?

Group Exercise

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Presentation:
 - Send Thank you e-mail and survey to participants
 - Write self evaluation of presentation
 - Receive feedback from internship coordinator
- Project
 - Continue with involvement in program.
- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Set up a time to have a mock interview with internship coordinator next week
- Update resume & prepare for mock interview
- Staff meeting
- One on one meeting

Notes:

Internship Checklist: Week 12

(Check off as completed)

Daily tasks

- Greet and talk with members
- Check towels, spray bottles, and paper towels

Exercise Programming

- Conduct initial personal training sessions
- Conduct individualized exercise programs

Paperwork

- Add new members to Fitness Center mailing alias

Practical Skills/Trainings

- Exercise Prescription assignment
 - A client you are training complains of feeling dizzy during your session and begins to look pale in the face. What are the steps you would follow to accommodate them and minimize any risk?

Group Exercise

- Teach classes – Create a plan and practice with a staff member

Project & Presentation

- Presentation:
 - Send Thank you e-mail and survey to participants
 - Write self evaluation of presentation
 - Receive feedback from internship coordinator
- Project
 - Continue with involvement in program.
- Assist with marketing, outreach, participant involvement, data collection, etc.

Miscellaneous

- Have mock interview with internship coordinator
- Have final evaluation meeting with internship coordinator
- Staff meeting
- One on one meeting

Notes:



Final Report

The final report is prepared and submitted during the last week of the internship. The written report should summarize your final observations and experiences. Please complete and turn into your internship coordinator.

Summary of HFC and host site: Summarize your personal understanding and interpretation of HFC and your host site. (Philosophy, purpose, etc.)

Objectives: Discuss your objectives for the internship and include a self-evaluation of your achievement of these objectives.

Your experience: Discuss what you learned from your internship.

Suggestions: Give some suggestions for your university or college on how intern programs may be more effective; how they may become an integral part of course study, etc.

Supervisor Feedback: Give some recommendations for the role your supervisor held. (Guidance, Feedback, Explanations, Teaching/Demonstrating, Communication, etc.)

Program Recommendations: Give some recommendations for improving the HFC internship program.

Site Recommendations: Give some recommendations for improving operations or services at your host site.

Intern Signature

Date

Supervisor Signature

Date