

Multi-location gym operations checklist

Assess whether standards, ownership, evidence and escalation remain dependable as the group grows.

Group / area

Review period

Reviewed by

Before selecting more software, document who owns each recurring activity, what good completion looks like and how failed checks become visible action.

Standards and responsibilities

- ☐ List the recurring standards that apply across every location.
- ☐ Name the club, area, administration, Accounts and ownership responsibilities.
- ☐ Document legitimate location-specific variations and who approves them.
- ☐ Keep current procedures and reference documents linked to the relevant work.
- ☐ Define evidence requirements for normal completion and exceptions.
- ☐ Confirm staff know which issues require immediate escalation.

Access and information boundaries

- ☐ Assign each user only to the customer workspace and locations they require.
- ☐ Separate operational roles from platform support and founder ownership.
- ☐ Review active, inactive and never-signed-in accounts regularly.
- ☐ Remove access promptly when responsibility changes.
- ☐ Keep sensitive financial or banking details inside restricted workflows.
- ☐ Record administrative changes and unusual support access.

Recurring work and inspections

- ☐ Activate SOM, mid-month and EOM work at the intended point each month.
- ☐ Confirm club and area managers see only their active responsibilities.
- ☐ Use consistent ClubWalk or inspection categories across comparable locations.
- ☐ Convert confirmed failures into named corrective actions.
- ☐ Surface overdue or unsupported completion before the next review meeting.
- ☐ Compare repeated misses and adjust training or process where needed.

Multi-location gym operations checklist

Multi-location gym operations checklist - continue the record.

Maintenance and approvals

- ☐ Use one numbered record for each fault or equipment request.
- ☐ Keep evidence, supplier links, quotes and approval decisions together.
- ☐ Define cost and urgency thresholds for each approval level.
- ☐ Assign the next responsible person and practical due date.
- ☐ Escalate overdue urgent work with the current interim control visible.
- ☐ Close with final cost, completion evidence and authorised verification.

Leadership review

- ☐ Review location coverage before relying on a group percentage.
- ☐ Separate incomplete data from genuine healthy performance.
- ☐ Focus meetings on overdue work, repeated faults and decisions required.
- ☐ Track who owns each next action and when it returns for review.
- ☐ Confirm approved costs and sensitive hand-offs reached the correct role.
- ☐ Retain the decision trail required for the next operating cycle.

Rollout and improvement

- ☐ Pilot with representative locations and roles before group-wide activation.
- ☐ Measure whether staff complete work without additional chasing.
- ☐ Collect feedback on unclear instructions and unnecessary evidence.
- ☐ Fix the workflow before adding more automation.
- ☐ Approve integrations only when the expected value and data controls are clear.
- ☐ Review templates as the business, equipment and obligations change.

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Exceptions and corrective work

Issue / job reference	Action / evidence	Owner	Due / reviewed

Reviewed by / date

Next review

[Explore the related ClubPilot workflow](#)