

University Recreation & Wellbeing Scorecard

Customer Service

- ___ Is there an authentic exchange extended to all guests upon entrance and exit?
- ___ Do staff members appear to be positive and approachable?

Comments: _____

Presentation

- ___ Are high-traffic areas well-maintained and free from scuff marks or wear?
- ___ Is the music at an appropriate volume for a comfortable recreation experience?
- ___ Are there any burnt-out light bulbs or dim areas that need attention?
- ___ Is the temperature comfortable for a pleasant recreation experience?
- ___ Are all staff members wearing clean and presentable uniforms (including name tags)?
- ___ Are there any unpleasant odors in the location that need to be addressed?
- ___ Is the cleanliness of unused tables maintained, free from any stains or crumbs?
- ___ Is the cleanliness of the common area restrooms cleaned?
- ___ Are locker room spaces clean and free of debris and trash?
- ___ Do the chairs and tables look sturdy, well-maintained, and free from any wobbling?
- ___ Are the windows clean?
- ___ Are decorative elements clean and well-kept (e.g., seasonal decorations, marketing materials)?
- ___ Is the overall atmosphere conducive for a comfortable recreation experience?
- ___ Is the pool area clean, organized, and free of debris and clutter?
- ___ Are workout studios clean, organized, and free of debris and clutter?
- ___ Are basketball courts clean, organized, and free of debris and clutter?
- ___ Is the track clean, organized, and free of debris and clutter?
- ___ Are the showers clean and free of debris?

Comments: _____

Safety

- Is every area free from obstructions or clutter?
- Is the doorway unobstructed, free from any potential barriers or blockages?
- Is the environment free from any potential fire hazards?
- Are the floors clear of any spills or potential hazards that might pose a risk of accidents?
- Are exercise machines and weights in safe operable conditions? If not, are they signed appropriately?

Comments: _____

Signs

- Has the tape been removed from signs that were previously hung?
- Are the customer service QR codes posted and easily found?
- Are all informational signs printed using the established sign template rather than handwritten?
- Do all informational signs have a cohesive design and follow a consistent visual theme?
- Are all signs displaying updated information?
- Does every sign holder have a sign within it? If not, is there a plan to store away those without signs to maintain a clutter-free environment?
- Do all sign holders contain a properly displayed sign (centered and straight)?
- Are event or schedule signs current and reflecting accurate dates and times?
- Can a QR code, requesting feedback from guests, be found at every service location?

Comments: _____

Electronic

- Are digital displays, such as screens or monitors, in working order and displaying relevant information?
- Is the sound system providing clear and pleasant background music without disruptions?
- Are charging stations or outlets available for guests to charge electronic devices?
- Are self-service kiosks, if applicable, operational, and easy for guests to navigate?

Comments: _____

Storage/Supplies

- Are the restrooms equipped with all necessary supplies such as toilet paper, soap, and hand towels?
- Can guests easily report any concerns or issues related to restroom cleanliness and supplies?
- Are the visible dry storage shelves well-organized with clearly labeled items?
- Are cleaning supplies stored in a designated area?
- Are storage containers and bins clean and in good condition?
- Is the storage room free from any signs of pests or infestation?
- Is there a system in place for managing inventory and restocking items as needed?
- Are towels and sanitizer bottles available/full in workout areas?

Comments: _____

ADA Accessibility

- Are the staff members addressing potential challenges related to accessibility during high-traffic times in common areas?
- Are there any ongoing efforts to educate guests about the importance of maintaining clear pathways and accessible spaces around tables?
- Are there specific features, such as adjustable tables or clear spaces, implemented to accommodate individuals with varying mobility needs?
- Is the Recreation Center addressing any potential obstacles or barriers that may impact accessibility between tables in common areas?

Comments: _____

Closing

- Was the trash taken out and is there no trash left over from the night before?
- Is the location presentable and ready to be opened?
- Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- Have all areas been checked to ensure they are clean and organized for the next day?
- Have all necessary closing reports or documentation been completed and filed accordingly?
- Was all equipment and machinery properly shut down and secured for the night?
- Have all lights and electronic devices been turned off to conserve energy overnight?
- Are all entry points, windows, and doors securely locked to ensure the security of the premises?

Comments: _____
