

Chapter 16 Outline

Fitness Operations
 Fitness Center
 Fitness Center Staff
 Fitness Programs
 Risk Management and Liability Issues
 Payment Policies
 Fitness Associations

Spa Operations
 Spa Facilities
 Paying Spa Staff
 Payment for Spa Services

Aquatics Operations
 Aquatics Programs
 Special Events
 Aquatics Staff
 Safety Policies
 Pool Operation and Maintenance
 Aquatics Associations

Tennis Operations
 Tennis Programs
 Tennis Staff
 Pro Shop
 Maintenance
 Tennis Associations

Competencies

1. Describe the form, function, typical employees, and common programs of a club fitness center. (pp. 579–588)
2. Describe the nature of spa operations in clubs, including payment and staffing issues. (pp. 588–592)
3. Explain how typical club aquatics programs work and what they involve. (pp. 592–599)
4. Identify the elements of typical tennis programs offered at clubs. (pp. 600–608)