

Gym Manager interview questions

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What to expect

Interviews for Gym Manager roles typically assess your operational, leadership and customer-facing skills. You may be asked about rostering, budgeting, member retention, safety compliance and how you handle difficult situations.

- **Operational and process questions:** These test your ability to manage rosters, budgets, and facility maintenance.
- **Behavioural questions:** These ask for examples of how you have led a team, handled a complaint, or improved retention.
- **Scenario questions:** These present a hypothetical situation, such as a sudden staff shortage or a safety incident, to see how you think on your feet.
- **Technical questions:** These cover your knowledge of fitness software like Mindbody or Xero, and compliance requirements.

The interview usually starts with a general conversation about your background, then moves to specific operational and scenario-based questions. You may also be asked to discuss your experience with software and safety. It typically ends with an opportunity for you to ask questions.

1. Can you walk us through how you manage the rostering of fitness instructors and support staff to ensure all shifts are covered?

Why they ask

This tests your operational and rostering skills, which are core to the role.

How to structure your answer

Walk through your process step by step: assess staffing needs, consider peak times, use rostering software, check for compliance with breaks and awards, and manage last-minute changes.

Example answer

"I start by looking at our class timetable and peak hours, then use Deputy to build a roster that covers all shifts without overstaffing. I check each staff member's availability and ensure no one is scheduled for more than five consecutive days. I also build in a buffer for last-minute sick leave by having a list of casual staff on call. If someone calls in sick, I first check if anyone can swap shifts, and if not, I contact casuals. This approach kept our facility fully staffed almost every day."

2. Tell me about a time you improved member retention. What did you do and what was the result?

Why they ask

Retention is critical to gym profitability, so they want to see your ability to keep members engaged.

How to structure your answer

Use STAR: Situation, Task, Action, Result. Describe the problem, what you were tasked with, what you did, and the outcome.

Example answer

"At my previous gym, we noticed a dip in renewals. I analysed the reasons members left and found many felt unnoticed after the initial sign-up. I implemented a follow-up program where we called members who hadn't visited in two weeks and offered a free personal training session. I also started a monthly newsletter with tips and success stories. Over six months, we brought back 50 lapsed members and increased overall retention."

3. How would you handle a situation where a member complains about the cleanliness of the change rooms, and it's a recurring issue?

Why they ask

This tests your customer service and problem-solving skills, and how you manage facility standards.

How to structure your answer

Use a scenario structure: acknowledge the complaint, investigate the root cause, take immediate action, implement a long-term solution, and follow up with the member.

Example answer

"I would first apologise to the member and thank them for bringing it to my attention. I would immediately check the change rooms and speak to the cleaning staff to understand why it's recurring. Perhaps the cleaning schedule doesn't cover peak times, so I would adjust it. I would also implement a checklist that staff sign off on after each cleaning round. Then I would follow up with the member to let them know what we've done. This shows we take feedback seriously and maintain standards."

4. What experience do you have with budgeting and financial management in a gym setting?

Why they ask

They want to know you can manage the business side, not just the fitness side.

How to structure your answer

Describe your experience with budgeting, forecasting, and monitoring expenses. Mention specific tools like Xero or Excel.

Example answer

"In my last role, I was responsible for a monthly budget. I used Xero to track all expenses and income, and Excel to create forecasts. I reviewed payroll, utilities, and equipment maintenance costs. I identified that our energy costs were high and switched to energy-efficient lighting, which reduced our monthly bill. I also monitored class attendance to ensure we weren't running unprofitable classes. I kept spending within budget and often found small savings."

5. How do you ensure compliance with WHS and safety regulations in a gym environment?

Why they ask

Safety is a legal and ethical requirement, so they need to know you take it seriously.

How to structure your answer

Outline your approach: regular inspections, staff training, incident reporting, and keeping up with regulations.

Example answer

"I conduct weekly safety inspections of all equipment and facilities, using a checklist. I ensure all staff have current first aid and CPR certificates. I also run quarterly safety drills and keep an incident register. I stay updated on WHS laws by subscribing to updates from SafeWork and attending industry seminars. If I find a hazard, I fix it immediately or restrict access until it's resolved. This proactive approach has kept our incident rate very low."

6. Describe a time you had to deal with an underperforming staff member. How did you handle it?

Why they ask

This assesses your leadership and people management skills.

How to structure your answer

Use STAR: Situation, Task, Action, Result. Focus on your approach to performance management.

Example answer

"I had a fitness instructor who was consistently late for classes. I first had a private conversation to understand if there were any underlying issues. He was having transport problems, so we adjusted his start time slightly. However, the lateness continued, so I set clear expectations and a timeline for improvement. I provided additional training and support. When there was no improvement, I followed the company's performance management process, which ultimately led to his departure. The rest of the team saw that I was fair but firm, and overall punctuality improved."