MEMO

To: Club Members

From: Student Name

Date: Today’s Date

Subject: Forgotten badge procedures

Many of you have pointed out that the procedures used to check in members who forget their ID badges are slow and frustrating. As a result, we have implemented new procedures which should make it easier and faster to gain access to the club facilities without scanning your badge.

If you forget your badge:

Proceed directly to the reception desk.

Tell the desk management associate on duty your name and that you forgot your badge.

Show the associate a photo ID, such as a driver’s license or school ID card.

Enter the facility when the associate presses the entrance buzzer.

Keep in mind that this procedure is for your safety and the security of all club members. Use the following guidelines if you have a problem or complaint with this or any other club policy:

Attend a members’ forum to publicly discuss your problem or complaint.

Submit a suggestion in the Suggestion Box in the lobby or on the club’s Web site.

Write a letter to the club manager explaining the problem or complaint.

Politely discuss the policy with a club employee.

Thank you for your cooperation.