

July 2010

One Degree



A monthly newsletter to get you one degree closer

Have you seen the NEW Adventure 212 Fitness logo t-shirts? Want to earn a FREE one?

It's simple, really! All you have to do is stop by the front desk and pick up and complete our Customer Profile survey. Please allow yourself about 15 minutes to fill out the survey. Surveys will be available throughout the month of July.

Our goal at Adventure 212 Fitness is to create the best possible experience for our members. This survey will help us better understand the needs and feelings of our customers, and we are truly grateful for your help! The information collected is completely confidential, and we ask that you include your name only if you wish to be contacted regarding the survey. Otherwise, we just appreciate you taking the time out of your day to help us make Adventure 212 Fitness even better!

Once you have completed the survey, please bring it to the front desk. In exchange for completing the survey, we'd like to say 'thank you' by offering you a free t-shirt from Adventure 212 Fitness!*

*Survey open only to those members age 18 and older. Limit of one survey and one t-shirt per individual.

B.Y.U. – Registrations still available!

Don't miss out on this chance for your daughter to take part in a fantastic summer program! B.Y.U. still has a few spots left and we want to see your favorite girl sign up! Led by Jen Oswald, Be Yourself University is open to girls ages 7-13 and is held every Wednesday from 1:00-4:00 pm. Each week we focus on a different fun topic, and girls will find this program relevant and tons of fun! Stop at the front desk today to pick up more information and to sign up!

Plus, if your daughter attends at least 5 Wednesdays throughout the summer, she gets to attend B.Y.U. graduation and a party in the Adventure Zone held in her honor in August. Please contact the front desk with any questions, and don't miss out on this wonderful opportunity for your daughter! Sign up now!

Save the Date!

Thursday, July 22, 2010

Portage County CAN presents "Steps to a Better Wellness Program"

The fourth Worksite Wellness Workshop is being held soon at the Portage County Business Council. The workshop is designed to target programming in the worksite to help build knowledge for Portage County employers, human resource professionals, occupational health, worksite wellness coordinators, and anyone interested in Worksite Wellness.

Dr. Troy Adams, a national wellness speaker and C.O.O. of WellSteps, will present on creating an effective wellness program and how to change employee behavior. Marc Bouwer and Sue Bergh, from the Noel Group/Noel Care, will be there to present on the local perspective of programming.

By attending the workshop, participants will have the opportunity to:

- Learn how to plan a program from start to finish
- Discover effective wellness interventions to change employee behavior
- Network with local businesses

The event will be held Thursday, July 22nd at the Portage County Business Council from 9 a.m.-12 p.m. The event is completely free and anyone interested in worksite wellness is encouraged to attend. If you would like to register for the workshop, please contact Rachel King at (715) 345-5727 or kingr@co.portage.wi.us. Registration deadline is July 15.

To learn more about Portage County CAN and their initiatives, please visit www.PortageCountyCAN.org.

Front DESK

with Chelsey Mazurek, Marketing & Sales Team Leader

Front Desk Team Leader

Meet Our Staff

Happy July! We received so many fantastic comments about the Bistro's staff introductions in last month's newsletter that we decided to follow in their footsteps this month! So, this month I'd like to put a name to a face with each of our Customer Service Department team members, and allow you to learn a little bit more about them, from my point of view...

Alyssa: Alyssa is one of our early morning gals—you'll see her in here at 5:00 a.m. most days. Even if you don't know Alyssa's name, I can bet she knows yours (or will learn it very quickly!) She is such a genuine person, and will tell you that her grandma is her best friend (how awesome is that?!). She's a graduate of Notre Dame (and a diehard ND football fan), and will be headed to Georgetown for Law School in the fall. I keep telling her to remember us when she is 'the big time'.



Amber: Amber is one of our Membership Consultants at Adventure 212, and occasionally you'll see her working as a front desk attendant too! She graduated from UWSP in May (congratulations) with her bachelor's degree in Communication, and is planning to move to California in the fall. She loves Disney movies—The Princess and the Frog is her favorite. Amber always has a positive attitude and a smile on her face—and when she laughs (which is often), you will want to laugh with her!



Barb: Barb is another one of our Membership Consultants at Adventure 212, and has great enthusiasm for what it means to deliver customer service that goes the extra degree. She works in the Customer Service department at Sentry Insurance by day, and brings a high level of experience and enthusiasm to our team. She has a fantastic sense of humor, and will make you laugh any day of the week!



You can see that one of Barb's biggest priorities is her family, and one of the best things about her is that from the moment you meet her, you feel as though you're a part of her family too.

Holly: Holly has been a front desk all-star since almost the very beginning. You'll see her mostly in the evenings, as she spends her days teaching 2nd graders at Bannach Elementary. She is one of the few people I know who still carries around an actual calendar that she writes all of her appointments and important information on! Just hope she never loses it! She is a mom to a beautiful two year old girl named Grace and just ran her first half marathon this spring. Even with her busy schedule, she is always so motivated and will always lend a helping hand.



Lacey: Lacey is our youngest staffer, graduating from SPASH just a few weeks ago (congratulations)! She will be staying local to take her general requirements for college this coming fall, so you'll continue to see her smiling face around the club! Lacey is always energetic and bubbly and will always bring sunshine to your day! As a fellow fan, I can appreciate her undying love for the Brewers (even in their slumps). GO CREW!



Laura: Laura is one of the people you'll see at the front desk most often. She is our Customer Service & Sales Team Supervisor, and strives to make our customer service better every day! She is a graduate of University of Texas - El Paso with degrees in Management and Marketing and is now attending grad school at UWSP, pursuing her Master's degree in Food & Nutrition. Laura has a great zest for life and is passionate about so many things—personally, I enjoy talking cooking with her! And if you have a question about gardening, Laura (as a Master Gardener) is your girl!



FITNESS corner

with Christopher Rice,
Fitness Operations Team Leader

Logan: Logan has also been with Adventure 212 since very early on, but recently had to take a hiatus for almost a year while he was serving our nation in Iraq (thank you!). We're glad to have him back with our customer service team. He enjoys his coffee and is a HUGE soccer fan—his favorite team is Manchester United. In addition, Logan is very passionate about politics, and is currently pursuing his Political Science degree at UWSP.



Michele: Michele has been with 212 since the beginning, and is the other team member you'll see here most often. She is also our Customer Service & Sales Team Supervisor, and has recently returned to us after being away on maternity leave. She gave birth to a beautiful girl (Amelia Duke) on Mother's Day this year! She is most certainly an inspiring person—she helped me learn to love running after she completed her first marathon in 2009, and she does a great job of keeping our front desk staff organized and informed.



Sam: Sam is our newest addition to the Customer Service Department team. She just finished her sophomore year at UWSP, and in her short time at the desk, I can already tell you she is a very thoughtful and kind person. Sam was born in Canada and her family currently lives way up north (Warroad, MN). She LOVES hockey. In fact, she plays defense on the UWSP Women's Hockey Team! Sam dislikes all vegetables, but loves cereal—her favorite is Raisin Bran.



As the Group Fitness program supervisor, one of my main concerns is establishing a communication path between the program and our participants. At times this is a difficult task because Group Fitness classes average about 400 uses each week spread over 54 classes. To keep Group Fitness participants updated with the latest program information and changes, the Group Fitness department created a series of communication tools to relay information:

- **Group Fitness Email List** – All three Group Fitness studios and the pool have clipboards with Group Fitness email sign-up lists. If you are a frequent Group Fitness attendee, adding your name to this list will ensure you receive program updates such as last minute class cancellations, substitutions, or special programs. Your name and email are completely confidential and will only be used by the Adventure 212 Group Fitness department. This email list is completely separate from any other email correspondence you may receive from Adventure 212. Adding your name to this list is the most effective way to get class updates.
- **Studio Signage** – Outside of each studio are a series of sign holders for program information. The bottom sign holder contains a document printed in red lettering. Any immediate class or program changes (such as a new schedule coming out or a class substitution) will appear in this sign holder. Please check these locations often for immediate information.
- **The BIG Schedule** – Next to the Mind & Body studio is a bulletin board with an enlarged class schedule. This schedule will be used to mark classes that are in danger of being cancelled due to low attendance. Classes marked with a green dot are safe, classes marked with a yellow dot are in danger of being cancelled, and classes marked with a red dot will be cancelled by the date indicated at the bottom of the schedule. Class attendance numbers are calculated every four weeks, and classes marked with a yellow dot have three weeks to improve attendance before cancellation. If you attend a class that is marked with a yellow dot and you do not want the class cancelled, please try to convince your fellow members to attend with you! Classes marked with a red dot will remain on the schedule for only one week before being cancelled.

With a little effort from everyone we can greatly improve how class information is distributed so everyone is kept well-informed and up to date. If you have suggestions for additional means of communication regarding group fitness, please feel free to write out a comment card, found near the locker rooms, in the Bistro, and at the front desk.

Notice from the Maintenance Department: Upcoming Pool & Hot Tub Closings

On December 19, 2007 Congress passed a bill requiring all public pools and spas to have ASME/ANSI A112.19.8-2007 compliant drain covers installed and a second anti-entrapment system installed when there is a single main drain other than an unblockable drain. This law went into effect on December 18, 2008 and is now being enforced with the introduction of the new covers that are hitting the industry.

What does all of this mean to you?

This means that after just a few short years of being open we need to revamp the drain systems of our pool and hot tub. In order to complete this task, we are required to complete an inspection of the main drain area to verify the drain construction. From here, all of the engineering needs to be completed and the recommended revisions need to be sent through for State approval before any of the work can be completed. Once the work is approved, the work will be scheduled and the changes made.

What is the timing of this work?

Our first scheduled closing of the pool and hot tub will be for the required inspection. Therefore, the pool and hot tub will be closed Wednesday, July 14-Sunday, July 18 with the pool and hot tub re-opening on Monday, July 19. During this time, we also plan to take care of some of the other regular maintenance, and we will also paint swim lines onto the bottom of the pool. After the plans come back from the State, we will then schedule our second pool and hot tub closing in order to complete the work. We will be sure to keep members posted on these important dates.

Please note that from July 14-18, there will be no access into the swimming pool or hot tub area and all aquatic classes will be canceled. Thank you for your patience as we improve these areas.

SPAconnection

Mary Schultz, Spa 212 Manager

At Spa 212, we are always trying to improve the way that we serve our clients, and we always strive to provide our clients with as many available appointments as possible. To help us do this, we have implemented a new cancellation policy, explained below.

If you must cancel or change your spa appointment, please notify us at least 24 hours prior to your appointment time in order to avoid cancellation fees. Cancellation with less than 24 hours notice and no-show appointments will result in forfeiture of appointment and you will be charged 50% of the treatment's value. Credit card numbers are now needed to reserve all appointments.

To help remind our clients of their scheduled appointment, our reception desk will be making reminder calls 48 hours in advance. Any cancellations that are a result of an emergency, illness or other special circumstance will be handled by our Spa Director.

You may contact Mary Schultz, Spa Director, with any question or concerns that you may have.

what's COOKING

with Lanie DeMars, Bistro 212° Team Leader

Summer in the Bistro

We are really enjoying summer in the bistro...the flowers are blooming in their pots around the patio, the vegetables are growing in the gardens out back, and we are getting a ton of produce in from Simply Wisconsin (our distributor that works with all Wisconsin farms) and from our two local CSA's: Whitefeather Organics and Sunny Sky Farm.

Have you tried a rhubarb muffin? A farmer's market quesadilla? Soups? All of these are chock full of local produce, and our selections will only get better as we head into harvesting all the varieties! We are really enjoying the quality of food from all of our local farms—and it strikes me that we really live in such a fabulous part of the country! Hope you are all enjoying the sun and the bounty!

ADVENTURE 212 BISTRO SPECIAL EVENTS

LADIES LUNCH – EVERY THURSDAY IN JULY

Adventure 212 Bistro has some exciting new events coming up in July! Each Thursday in July will be Ladies Lunch. This is when the ladies can bring their friends to the Bistro for lunch, and have your choice of a ½ sandwich (or salad), a side (soup, salad, sweet fries, pasta salad or fruit salad), and today's

special dessert for only \$6.00 each! To accompany this, we will also feature two-for-one iced lattes and smoothies, Thursday's only, from 11 am-2 pm for all customers! Join us Thursdays for good food, good specials, and good friends!

ICE CREAM SOCIAL-Bistro Patio WEDNESDAY, JULY 21st

Members and friends...come one, come all! Join us on the patio on July 21st, from 3-5 pm for an old fashioned ice cream social! \$3.00/adult and \$2.00/child ages 12 & under gets you a bowl and a spoon, and unlimited access to our ice cream stations! Create your own special sundae with flavors and toppings which include homemade hot fudge and caramel. We'll only be selling 25 tickets, so buy yours today in the bistro so you get in on the fun!

MONTH LONG SPECIALS

TOO HOT TO BAKE: Buy TWO, get ONE FREE in the bakery! This applies to muffins, bars, breads, and cookies—anything in our bakery case.

Bar of the month: S'Mores bar....all the flavors of a campfire s'more—in an easy to carry bar! Graham crackers, marshmallows, chocolate...delicious!

CHILD CARE connection

with Anne Zaske,
Childcare Supervisor

Potty Training, How Do I Start?

Your child has the developmental skills helpful in beginning potty training if he stays dry at least 2 hours at a time during the day, seems uncomfortable with a soiled diaper, shows an interest in using the potty and is usually dry when he wakes up from a nap.

Many pediatricians agree that 2 years of age is a good time to start potty training, however, to be successful, it must be approached with patience and perseverance. Please keep in mind that each child is unique so the age may differ from child to child.

You can use the following tips for potty training your child:

- Talk with your child about using the potty

- Read books and watch DVDs with your child on potty training
- Explain and show the difference between diapers and underwear
- Involve your toddler in purchasing underwear and a potty chair
- Store difficult and restrictive clothing and opt for elastic pants
- Have regular intervals that your child tries the potty
- Have a reward system (verbal praise works well)
- Have realistic expectations and don't pressure your child

Remember, PATIENCE and PERSISTENCE!

MARK YOUR CALENDARS

MONTHLY SPECIALS

'Too Hot to Bake!' Special – Buy 2, get 1 free in the Bistro bakery (includes muffins, bars, breads and cookies).

Every Wednesday in July

Mile Markers Running/Walking Group – meets every Wednesday morning during the summer! See you at 5:30 a.m. at Iverson Park! Open to runners and walkers of all levels.

Every Thursday in July

Ladies Lunch in Adventure 212 Bistro! Have your choice of ½ sandwich (or salad), side, and today's special dessert for only \$6.00!

2 for 1 iced lattes and smoothies from 11:00 am – 2:00 pm for all customers!

THURSDAY, JULY 1-MONDAY, JULY 5

Friends and Family Spa special

Book two appointments at the same time and receive 25% off each!

SUNDAY, JULY 4

The club will be closed in observance of Independence Day. Have a great holiday!

WEDNESDAY, JULY 7

Be Yourself University Summer Camp

Move it! Session, 1:00-4:00 pm

SATURDAY, JULY 10

Rainessence Saturday in Spa 212! (Receive 30% off Rainessence service on that day!)

MONDAY, JULY 12-FRIDAY, JULY 16

Young Adventurers Summer Camp

"Weird Science", 8:30-11:00 am daily

TUESDAY, JULY 13

Block 2 Summer Camps begin (ages 10-11):

Girls Volleyball Camp
Co-ed B-Ball Camp
Boys Flag Football Camp

WEDNESDAY, JULY 14

Be Yourself University Summer Camp

Strengths/Career Exploration Session, 1:00-4:00 pm

WEDNESDAY, JULY 14-SUNDAY JULY 18

Pool closed for repairs. We are sorry for the inconvenience!

WEDNESDAY, JULY 21

Be Yourself University Summer Camp

Marketing and Media Awareness Session, 1:00-4:00 pm

Ice Cream Social on the Bistro Patio!

\$3.00 per person gets you a bowl and a spoon – and unlimited trips to our ice cream stations! Only 25 tickets are available so purchase yours today! 3:00-5:00 pm

SATURDAY, JULY 24

Facial Express Spa Special

Book a 30-minute facial (\$35) and receive a mini product kit FREE!

SATURDAY, JULY 24 AND SUNDAY, JULY 25

Member Appreciation Weekend!

(Moved due to pool repairs)

Come to Adventure 212 and enjoy a weekend full of discounts and great company!

WEDNESDAY, JULY 28

Be Yourself University Summer Camp

Stress Less Awareness Session, 1:00-4:00 pm

MONDAY, JULY 26-FRIDAY, JULY 30

Young Adventurers Summer Camp

"Animals of the Planet", 8:30-11:00 am daily

MONDAY, AUGUST 2-FRIDAY, AUGUST 6

STORM Elite Summer Cheerleading Camp

Open to youth ages preK-18, 9:00 am – 12:00 pm daily

For more information about any of our summer camps, visit our website (www.adventure212.com) or stop by the front desk!

