

ACE Fitness_GFI Exam

Volume: 300 Questions

Question No: 1

The Group Fitness Instructor (GFI) must be prepared for many contingencies during class. Which of the following is LEAST likely to be a certification or training required by the GFI?

- A. First Aid
- B. Automated External Defibrillator (AED)
- C. Lifeguarding
- D. Cardiopulmonary Resuscitation (CPR)

Answer: C

Explanation:

Although many more instructors now teach in the aquatic setting than ever before, the instructor should never be responsible for lifeguarding as well as teaching the class. It is impossible to properly scan and respond to emergency situations in the pool setting when attending to a class. Instead, most GFIs are responsible for seeking and maintaining their First Aid and CPR training, which typically includes a module on using Automated External Defibrillators (AEDs).

Question No: 2

A fitness participant is injured during group class. Which type of coverage would protect the instructor in the event of a legal suit by the participant?

- A. Premises liability insurance
- B. Health insurance
- C. Professional liability insurance
- D. Worker's compensation

Answer: C

Explanation:

Professional liability insurance would provide coverage for the instructor in the event a class member is injured and seeks damages. Similar to malpractice insurance, professional liability

ACE Fitness GFI Exam

insurance addresses any injury that occurs as a result of the instructor's directions or demonstrations. In contrast, premises liability insurance protects the facility in the event that someone is injured while on site, say by slipping on the deck of the pool. Worker's compensation provides coverage for the instructor, not the client, in the event the instructor is injured during work hours.

Question No: 3

In a society overburdened by regulation, a common complaint is that certification and licensure standards are erected by professionals in order to restrict others from entering the workforce as competitors. This is not supposed to be so. Instead, which of the following BEST expresses the primary purpose of certification and licensure regulations?

- A. Protection of the government from liability
- B. Protection of the public from harm
- C. Standardization of "threshold to enter" requirements for the industry
- D. Standardization of educational standards

Answer: B

Explanation:

The primary purpose of certification and licensure regulations is to protect the public from the harm that may arise from an incompetent or substandard professional working in the field. Such standards attempt to do this by regulating the thresholds to enter a profession. Some of the more common requirements include a standardized level of formal education, certification, testing and on-the-job training of skills.

Question No: 4

Group Fitness Instructors work on a day-to-day basis with apparently healthy clients. As such, their work should be limited by their education, training, and state laws. A term used to define the roles of different players in the health and fitness continuum is:

- A. Scope of practice
- B. Certification
- C. Continuum of care
- D. Competency

ACE Fitness GFI Exam

Answer: A

Explanation:

Group Fitness Instructors (GFI) must work within their scope of practice, a term that takes into account legal statutes, certification parameters and education. Because the GFI is not licensed to practice health care, it is essential that he or she does not exceed the parameters of fitness instruction. However, there is a wide variation in competence among “instructors”, an issue often addressed through certifications like those offered by the American Council on Exercise (ACE).

Question No: 5

The ACE Group Fitness Instructor Certification is designed to test the competence of individuals to do WHICH of the following:

- A. Treat clients in a medical fitness or after-care setting
- B. Work with clients as an athletic trainer in a 1:1 relationship
- C. Work with clients as a personal trainer in a 1:1 relationship
- D. Work as instructors performing exercise leadership in a group setting

Answer: D

Explanation:

Group Fitness Instructors (GFI) perform exercise leadership in a group setting. They work with apparently healthy individuals and perform corporate instruction, not individualized training. As part of the certification process, the applicant is tested on his or her capacity to make sound decisions about reducing risk and exposure to harm while maximizing the effectiveness of instruction.

Question No: 6

Which of the following is LEAST likely to be part of the scope of practice of the Group Fitness Instructor?

- A. Preparing for emergency situations and providing proper response to such situations
- B. Assessing class atmosphere for unsafe environmental elements, such as faulty equipment
- C. Assisting class members in setting and achieving realistic goals

ACE Fitness GFI Exam

D. Performing screenings for disease and injury

Answer: D

Explanation:

Group Fitness Instructors (GFI) have an extensive scope of practice related to education, instruction, motivation, recognition, prevention and other elements; however, the GFI is not qualified to screen for disease or injury. A good way to visualize the distinction is the following: A GFI will notice a damaged aerobic step in the room and remove it before a class member gets injured. In contrast, a physical therapist or athletic trainer will treat the torn lateral collateral ligament that results from the GFI failing to do his or her job.

Question No: 7

The American Council on Exercise (ACE) has received third-party accreditation from WHICH of the following prestigious parties:

- A. National Organization for Fitness Assurance (NOFA)
- B. National Commission for Certifying Agencies (NCCA)
- C. International Fitness Professionals Association (IFPA)
- D. International Sports Sciences Association (ISSA)

Answer: B

Explanation:

The American Council on Exercise has received accreditation from the National Commission for Certifying Agencies (NCCA), providing a “benchmark” on how the certification should be organized and administered. The public has access to over 300 fitness “certification” programs. There is a need to distinguish between the competent fitness professional and the individual with an internet-generated certificate and NCCA accreditation provides that benchmark for ACE.

Question No: 8

You can never be too rich, too famous or have too much insurance. Unfortunately, in today's litigious society, it's not just the medical practitioner who has to be protected by many kinds of insurance. One of the policies that may come into play is an “umbrella liability policy”. Which of the following is the BEST description of the coverage provided by this kind of insurance?

- A. Negligence on the part of the instructor

ACE Fitness GFI Exam

- B. Slip and fall injuries suffered by the class member
- C. Income protection for the instructor during times of disability
- D. Supplemental or additional coverage added onto other kinds of policies

Answer: D

Explanation:

An umbrella liability policy is a supplemental policy, typically tacked onto another existing policy. For instance, an umbrella policy can provide additional coverage for a facility if their general liability coverage is inadequate for a major medical event, like a spinal cord injury. The term "umbrella" is used because the policy does just that - it provides an overarching protection of all the policies "underneath".

Question No: 9

Chuck John works as a full-time employee at Feel So Good health club. He runs the aquatics program and occasionally gets called into the rotation as an Aquatic Aerobics Instructor. On Tuesday, he is injured performing a deck-based butt-kicker demo. Which insurance is MOST likely to be called on to pay for his medical treatment?

- A. Individual medical or health insurance
- B. Worker's Compensation
- C. Professional liability insurance
- D. Disability insurance

Answer: B

Explanation:

If Chuck John is a full-time employee, he is likely to be covered under the facility's Worker Compensation policy which should activate immediately as the primary means of paying for medical expenses. The chief distinction between Worker's Compensation and Disability Insurance (DI) is that DI pays a benefit when an injury or illness is not work-related. It is also important to note that when a person is injured on the job, his or her individual health insurance will not typically be called upon to cover medical expenses.

Question No: 10

Delilah teaches an advanced yoga class twice a week at the local gym as an independent

ACE Fitness GFI Exam

contractor. In the parking lot, she runs into one of her former group class members, Tina, and suggests that they go inside to “catch up.” On the way inside, Tina member trips on an ill-placed energy bar and falls and breaks a hip. What is MOST likely to be Delilah’s legal dilemma?

- A. Delilah may not be covered under the facility’s general liability policy
- B. Tina may sue her for malpractice
- C. Tina may claim benefits under Delilah’s Worker’s Compensation policy
- D. Tina may claim benefits under Delilah’s disability insurance

Answer: A

Explanation:

As an independent contractor, Delilah may not be covered under the gym’s general liability policy (which covers incidences like slips and falls); most are not. Many contractors choose to carry their own general liability insurance or to secure an umbrella policy to protect them in case of a similar scenario. Such policies can cost as little as \$10/month and may provide peace of mind for the instructor.

Question No: 11

Mr. Fibrillation collapses during your vigorous Breakfast Club workout. Upon inspecting him, you realize his heart is not beating. You realize that the Automated External Defibrillator (AED) will be a crucial part of the CPR action plan. List the STRONGEST reason that the AED will play such an important role in the next 5 minutes of his life?

- A. CPR is worthless if an AED is not used
- B. Without defibrillation, his chance of survival will drop every minute
- C. An AED will restore his breathing cycle
- D. An AED can perform all functions of CPR without external assist

Answer: B

Explanation:

In adults, use of an AED improves the success of resuscitation dramatically; however, CPR is not worthless without the device. For every minute that the heart rhythm is not restored through defibrillation, the patient’s chances of survival decrease by 7-10%. For this reason, adult CPR procedures have been modified in order to activate the EMS early if an AED is not available. In

ACE Fitness GFI Exam

children, it is relatively rare for the heart to be the “source” problem and defibrillation is not as critical.

Question No: 12

Facilities looking to offer a full spectrum of classes to their members should look to ACE's Integrated Fitness Training (IFT) model. Which of the following is the MOST accurate depiction of the progression shown in the Functional Movement & Resistance Training element of the IFT model?

- A. Stability and mobility training into movement training into load training into performance training
- B. Movement training into stability and mobility training into load training into performance training
- C. Load training into stability and mobility training into movement training into performance training
- D. Stability and mobility training into load training into movement training into performance training

Answer: A

Explanation:

There are two training components that comprise the ACE IFT model - Cardiorespiratory training, and Functional Movement & Resistance Training. The Functional Movement & Resistance Training element of the IFT progresses as follows: Stability and mobility training into movement training into load training into performance training. The ACE IFT model provides instructors with a comprehensive approach to exercise programming that integrates programming to facilitate behavior change, while also improving posture, functional movement, cardiorespiratory fitness and muscular endurance and/or strength.

Question No: 13

Group Fitness Instructors who integrate ACE's Integrated Fitness Training (IFT) model will notice that there is no specific mention of flexibility training in the model. Instead, there are two training components that comprise the ACE IFT model - Cardiorespiratory training, and Functional Movement & Resistance Training. Which of the following is the MOST accurate explanation of why flexibility is not included in this model?

- A. Flexibility training takes place in an earlier phase of training

ACE Fitness GFI Exam

- B. Flexibility training is integrated into all exercises instead of talking about it as a solitary component
- C. Research has shown that flexibility can be assumed if participants can perform the other elements of the model
- D. Flexibility exercises are no longer considered a base element of fitness training

Answer: B

Explanation:

According to ACE, the IFT model looks at “the interaction between flexibility, core strength, postural stability and resistance training” instead of talking about flexibility as a solitary component. In addition to flexibility, the Integrated Fitness Model provides group fitness instructors (GFIs) with a comprehensive approach to address posture, functional movement, cardiorespiratory fitness and muscular endurance and/or strength.

Question No: 14

One of the basic defenses against litigation in the event of injury is the concept of “assumption of risk”. Which of the following is UNLIKELY to be an element of proving assumption of risk?

- A. The participant played a contributory role in his or her own injury
- B. The participant voluntarily accepted the risk known to accompany the activity
- C. The participant was informed of the risks associated with the activity
- D. The participant was asked to sign a waiver or other document

Answer: A

Explanation:

The concept of assumption of risk does not ask who is responsible for the injury; it merely asks, did the participant understand that there were risks and then choose to participate. The concept of contributory negligence speaks to the idea of who is at fault. In contributory negligence, the defense argues that the participants somehow played a part, no matter how small, in bringing on the circumstances that lead to the injury. For example, a participant in a group indoor cycling class who tries to hurdle over a bike - and is injured in the process - might be held partially or fully responsible for his injuries.

Question No: 15

ACE Fitness GFI Exam

One of the methods of mitigating risk in the health club setting is to implement the concept of informed consent. Which of the following is LEAST likely to be an element of obtaining informed consent as described by the American Council on Exercise (ACE)?

- A. Inform the participant of any alternatives programs or tests that may be a better option
- B. Inform the participant of any benefits he or she might realize from participation
- C. Inform the participant that once the program has been initiated, it will not be possible to withdraw consent
- D. Obtain the participant's consent in writing

Answer: C

Explanation:

Participants should be informed that they have the right to withdraw consent and discontinue participation at any point during the test or activity. Participants should be informed of the benefits, risks, purposes and withdrawal options for every procedure, test or activity. Additionally, this consent should be obtained in writing whenever possible.

Question No: 16

An accident occurs on LaToya's watch during her 5:45AM WAKEUP class. She dutifully fills out an accident report. Which of the following was not a proper entry in the accident report?

- A. A description of the type and nature of the injury
- B. A brief, fact-filled description of the accident
- C. A brief statement of actions taken at the scene
- D. A brief explanation of why the accident took place

Answer: D

Explanation:

An accident report should be fact-filled; it is inappropriate to postulate or to state any opinions of why the accident took place, what the underlying cause was, or who was to blame. The report should report all demographics of anyone involved (instructor, participant and witnesses), the time, date and place of the accident, a brief description of the event (including any equipment use, any instructions given), and a factual accounting of any actions that took place after the event. If possible, the report should be signed by the injured person and the supervisor on duty.

ACE Fitness_GFI Exam

Question No: 17

Many factors influence an individual's motivation to begin an exercise program. Which is the LEAST helpful motivation for individuals to initiate and sustain an exercise program?

- A. Health concerns
- B. Peer pressure
- C. Coercion
- D. A desire to look better

Answer: C

Explanation:

People must find it within themselves to participate in an exercise program; they cannot be externally motivated by mockery or coercion. Motivation to initiate an exercise program can come from many sources, including health concerns, peer pressure, the desire to look better, a major future event, etc., but it must be internalized in order to be sustainable.

Question No: 18

How can a Group Fitness Instructor (GFI) BEST help class members to follow the US Department of Health and Human Services (HHS) guidelines for exercise?

- A. Break the guidelines into manageable parts and develop an achievable routine
- B. Fully explain the HHS guidelines to participants before exercising
- C. Give each participant a handout including the guidelines
- D. Remind participants of the guidelines before each exercise session

Answer: A

Explanation:

Since the HHS guidelines for exercise can be intimidating to a beginning exerciser or someone who has difficulty complying with them, it is up to the GFI to break the guidelines into manageable parts and develop an achievable exercise routine. The instructor who blindly follows the guidelines, without deviation, prevents participants from getting an individualized program. Ultimately, this lack of personalization may prevent people from participating at all.

ACE Fitness GFI Exam

Question No: 19

It is difficult for many people to adhere to an exercise program once they have begun. Which factor is LEAST related to adherence with physical activity in a supervised exercise setting?

- A. Education
- B. Income
- C. Age
- D. Gender

Answer: C

Explanation:

Interestingly, age is not a factor related to adherence with physical activity when that activity takes place in a supervised setting such as a health club. However, lower levels of physical activity are associated with fewer years of education, lower income and an X chromosome (overall, men demonstrate higher compliance and adherence rates than women.) Interestingly, one of the best predictors overall of whether a participant will adhere to an exercise program in the future is... whether he or she adhered to one in the past. Activity history is the most reliable predictor in many settings.

Question No: 20

Individuals start and stick with an exercise program for a multitude of reasons. Which attribute is NOT a positive predictor of exercise adherence and participation?

- A. Body weight
- B. Past and current participation in physical activity
- C. Self-motivation
- D. Perception and knowledge of one's health

Answer: A

Explanation:

Individuals who are overweight, especially those with morbid obesity, are typically less active than those of normal weight and are less likely to adhere to an exercise program. Prior participation in physical activity is the most reliable predictor of participation in an exercise program. Individuals with positive attitudes and beliefs are also more likely to continue to

ACE Fitness_GFI Exam

exercise, as are those with strong social support, access to a nearby facility and the time to participate.

Question No: 21

Which one of the following is NOT a major environmental factor contributing to exercise adherence?

- A. Time
- B. Family or friend support
- C. Access to facilities
- D. Weather conditions

Answer: D

Explanation:

Time, social support, and access to facilities are the three primary environmental factors which influence whether or not an individual will start and stick to an exercise regime. A lack of time for exercise is the most common reason given for exercise non-adherence. Social support, especially from a spouse, is a reliable predictor of exercise adherence. If an individual has access to any kind of exercise facility, especially if it is a short distance away from home or work, he/she remains more likely to adhere to an exercise program.

Question No: 22

As a group fitness instructor (GFI), your desire is for your clients to benefit from an exercise program. What should your primary goal be?

- A. For each participant to adhere maximally to an exercise program
- B. For each participant to enjoy their exercise program and be engaged in it
- C. For each participant to master the routine
- D. For each participant to have an ideal body mass index (BMI).

Answer: B

Explanation:

By maximizing participant enjoyment and engagement, exercise participants can develop

ACE Fitness GFI Exam

intrinsic motivation to adhere to a fitness program. Since individuals have different levels of intrinsic motivation, the GFI can play a role in increasing intrinsic motivation to exercise by offering strong choreography, compelling music, energetic cueing and positive reinforcement.

Question No: 23

Intrinsic motivation is a major factor in exercise adherence. How can your feedback as a Group Fitness Instructor help foster intrinsic motivation in your class members?

- A. By encouraging participant involvement and self-sufficiency
- B. By providing a role model for members to follow
- C. By keeping in control of the exercise program
- D. By ensuring that participants will continue to require your services

Answer: A

Explanation:

By encouraging participant involvement and self-sufficiency, each individual can gain ownership over his or her exercise programs. When participants have a sense of control over their personal exercise participation, they are more likely to develop intrinsic motivation and adhere to their programs.

Question No: 24

Which is the LEAST appropriate method for a Group Fitness Instructor (GFI) to use in order to increase the self-efficacy levels of class members?

- A. Design the class in a way that each participant will be able to master
- B. Be aware of the type and frequency of feedback each individual participant requires
- C. Give each participant the same feedback to keep things consistent
- D. Teach class participants how to “read” their bodies in terms of fatigue, soreness, and intensity of exercise

Answer: C

Explanation:

Feedback needs to be given in the appropriate form and the appropriate frequency for each

ACE Fitness GFI Exam

individual participant. As participants receive manageable, individualized feedback, demonstrate progress in their exercise programs and learn how to “read” their body, their confidence will rise. One of the most under-used opportunities for education is the closing moments of the class. The wise GFI will use this opportunity to reemphasize the purpose of the class and to bring it to an inspirational ending.

Question No: 25

Characteristics of a Group Fitness Instructor (GFI) that help motivate participants to adhere to their exercise programs include professionalism, punctuality, dependability, dedication, and good communication skills. All of the following are examples of professional behavior EXCEPT:

- A. Dressing fashionably, but modestly
- B. Treating all participants with respect
- C. Giving participants nicknames based on their attributes
- D. Avoiding gossip

Answer: C

Explanation:

Giving participants nicknames based on their physical, mental or social attributes can be construed as mean-spirited or disrespectful. Dressing appropriately, treating everyone with respect, and avoiding gossip are all ways to express professionalism on the job as a GFI.

Question No: 26

All participants in group exercise classes are unique and the wise Group Fitness Instructor (GFI) recognizes this. In order for a GFI to capitalize on the strengths of each individual participant and maximize his or her exercise sessions, it is important to:

- A. Make a point to talk to every participant, no matter how brief the conversation may be
- B. When speaking to a participant, give him or her your full attention and be an active listener
- C. Distribute informative handouts frequently
- D. Stop your session frequently to make sure that everyone is doing well

Answer: B

ACE Fitness GFI Exam

Explanation:

By paying attention to and actively listening to your participants, you can help them feel valued and understood. By being sensitive to participants' needs, you may also learn important information regarding their goals, health concerns, and reasons for participating. It is unrealistic to attempt to speak to every participant, every session, but the wise instructor makes sure the participants he or she does speak to, feel important.

Question No: 27

Adhering to an exercise program can be difficult for many people. Which of the following would be LEAST helpful in motivating someone to exercise regularly?

- A. Determining reasonable expectations for each individual participant
- B. Providing positive feedback
- C. Blaming non-adherence on the participant
- D. Setting achievable fitness goals

Answer: C

Explanation:

Blaming non-adherence on the participant will not help them stay motivated to exercise. Motivation is the responsibility of both the participant and the GFI. Successful strategies to motivate people to exercise regularly include determining reasonable expectations for individual participants, providing positive feedback on a regular basis, and setting achievable fitness goals.

Question No: 28

When participating in a fitness program, it is important to help participants set SMART goals for themselves. What do the letters in SMART stand for?

- A. Specific, Moderate, Appropriate, Redundant, Targeted
- B. Selective, Moderate, Accessible, Renewable, Targeted
- C. Selective, Minimal, Appropriate, Repetitive, Time-tested
- D. Specific, Measureable, Attainable, Relevant, Time-bound

Answer: D

ACE Fitness GFI Exam

Explanation:

The acronym SMART stands for Specific, Measureable, Attainable, Relevant, and Time-bound, all which are key components of an effective goal. The first time this acronym appeared in print was in public use was in the early 1980s when it appeared in an issue of the journal Management Review. One of the most important elements of setting an achievable goal is to ensure that the goal is time-constrained. A goal without a deadline is a pipe-dream, not a goal.

Question No: 29

SMART goals are Specific, Measureable, Attainable, Relevant, and Time-bound. Which of the following is the BEST example of a well-written SMART goal?

- A. Participant will attend as many exercise classes as possible in any given month.
- B. Participant will attend 2 hour-long exercise classes per week for 3 out of 4 weeks.
- C. Participant will attend 1 hour-long exercise class per week and achieve his/her target heart rate for 80% of the session and will report a decreased rate of perceived exertion as the program progresses.
- D. Participant will initiate an exercise program and by week 12 will have reduced his/her BMI by 10%.

Answer: B

Explanation:

Goal B ("Participant will attend 2 hour-long exercise classes per week for 3 out of 4 weeks") is the best example of a SMART goal, as it is Specific, Measureable, Attainable, Relevant, and Time-bound. Goal A is not specific or time-bound. Goal C is not specific, is difficult to measure, and may not be attainable. Goal D is not specific, may not be attainable, and may not be relevant to the participant's goals.

Question No: 30

What are the three key elements of the "Group Fitness Trifecta"?

- A. Education, certification and team work
- B. Education, class value and team work
- C. Adherence, motivation and instruction
- D. Certification, motivation and class value

ACE Fitness GFI Exam

Answer: B

Explanation:

The Group Fitness Trifecta - education, team work and class value - was first conceptualized as a simple method for instructors to quantify the value of their contributions to the team. Instructors who wished to demonstrate their practical knowledge could do so by pursuing discrete educational milestones, such as the Group Fitness Exam. Instructors who completed their testing could pursue additional milestones by attending continuing education, fostering mentor relationships, encouraging team work, and instructing popular, well-attended classes.

Question No: 31

If participants are confident in their ability to exercise on their own, they are more likely to continue a lifestyle in which they exercise. Which method would not be successful in building confidence in your class participants?

- A. Give participants alternative means of exercise when they must miss a scheduled class
- B. Critique participants' performance until it becomes nearly perfect
- C. Encourage participants to take part in physical activity outside of class at least one time per week
- D. Give praise to participants who participated in exercise outside of class

Answer: B

Explanation:

Too much feedback, particularly negative feedback, actually decreases participants' confidence and will adversely affect adherence to an exercise program. By encouraging participants to take part in physical activity outside of class at least one time per week, you will help build their confidence in their ability to exercise and to diversify their fitness routines.

Question No: 32

Other than the front desk staff, no other department in a facility will have as much face-time with membership as the Group Fitness Instructor (GFI). What percentage of members visiting the facility on any given day will attend a group fitness class?

- A. 15%
- B. 20%

ACE Fitness GFI Exam

C. 25%

D. 30%

Answer: A

Explanation:

Approximately 15% of club members who walk through the door are seen by a Group Fitness Instructor (GFI). This makes GFIs the facility's chief ambassadors and makes it important that all instructors remain up-to-date on club wide initiatives and promotions. It also makes it helpful for the GFI to be able to communicate with members about information that is outside of the GFI's normal job, for instance, answering questions about hours of operation or membership fees.

Question No: 33

Group fitness instructors must be aware of individual participants' negative behaviors that can undermine group cohesion. If not dealt with immediately, such participants can monopolize class time or take the group in a negative direction. Which is the LEAST effective method to deal with this type of person?

A. Listen attentively to the person's concerns or complaints

B. Acknowledge understanding of his or her complaint

C. State that he or she will no longer be permitted to participate

D. Agree on a solution to address the complaint

Answer: C

Explanation:

Instructors who issue ultimatums or who make judgments about class members' behaviors are unlikely to be perceived in a positive light. The best way for a GFI to deal with a chronic complainer is to listen attentively and then acknowledge understanding of the complaint or concern. Once this is done, it becomes possible to work together with the person to determine a solution to address the concern.

Question No: 34

Sometimes, a Group Fitness Instructor (GFI) needs to quit teaching a class midway through a session due to circumstances such as relocation, pregnancy, or illness. What is the BEST way for a GFI to help participants prepare for a change of instructor?

ACE Fitness GFI Exam

- A. Having the regular instructor and the new or substitute instructor co-teach classes
- B. Diminish anxiety by not telling participants of a change in instructor too early
- C. Post a revised class schedule with the instructor listed so that they will be able to read about the change of instructor
- D. After the last class you teach, inform them that future classes will be taught by someone else.

Answer: A

Explanation:

Having the regular instructor and the new or substitute instructor co-teach classes will help to calm participants' fears about a change of routine. An abrupt change of instructors can disrupt participants' exercise routines. It may seem the least obtrusive to not tell participant about the future change or to just post the change so that participants can read about the change, but these strategies shift the negative feelings towards the new instructor and do not establish a good customer relationship with the new person.

Question No: 35

One of the greatest services a facility can offer its membership is quality group fitness classes. In order to determine which classes meet the needs of the customer, it is essential for facilities to track attendance to determine if the class is a good use of resources. When examining class value from a business perspective, management is MOST likely to use any of the following metrics EXCEPT:

- A. Class counts
- B. Cost-per-head
- C. Instructor seniority and wages
- D. Penetration

Answer: C

Explanation:

Although an instructor's wages will factor into the total cost-per-head, instructor variables (such as wages or seniority) provide no useful information on the value of a class. An instructor with seniority who demands a higher wage, but teaches an extremely popular class, would provide more value to a facility than a cheap, newly-hired instructor with no following.

Class count is a simple measure of the number of attendees, whereas cost-per-head divides the

ACE Fitness GFI Exam

class count by the instructor's wages. The last metric mentioned - penetration - looks at how many people in the club at a given time attend a specific class. In other words, it says "X" percent of the people who swiped into the building this hour did so to attend a specific class.

Question No: 36

One of the best ways for a facility to measure if they are meeting customer needs for group exercise is to examine "cost-per-head" metrics. Using cost-per-head calculations and assuming Tom's 4PM Weight Lifting Extravaganza class brings in an average of 15 people and Tom makes \$22/class, is Tom's class:

- A. In the red
- B. In the yellow
- C. In the black
- D. Ready for cancellation

Answer: C

Explanation:

When assessing "cost-per-head," facilities divide the instructor's rate by the total number of attendees for the class. Tom's CPH is $22/15 = 1.46$. A good yard mark for assessing CPH is this: Anything < \$1.50 per person gets a green light. Anything > \$2.50 per person is in the red. Classes which routinely run in the red are not meeting the need of the most customers, which may be a sign that the resources should be reallocated. However, not all facilities are driven by metrics; many make values judgments which allow such classes to continue.

Question No: 37

Which of the following is the BEST method for a Group Fitness Instructor to solicit ongoing feedback from class members?

- A. Sending out a survey to facility membership asking for feedback
- B. Standing at the door after class and soliciting input in person
- C. Calling 1-2 class members each week to encourage attendance and solicit input
- D. Placing comment cards at the back of the room for people to fill-out on their own timeframe

Answer: B