Staff Induction First Week:

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| Day | What | Location | Duration | Sign offEmployee/Franchisee |
| 1 | YZ45 presentation & announcement of new starter on social media channels | Reception or office | 1 hour |  |
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|   | MyZone Heart Rate technology – presentation on the MyZone system, setting up a customer, using in the workout | Reception & studio | 1 ½ hours |  |
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|   | Take part in a session run by an experienced trainer including the welcome & end of session procedure | Studio | 1 hour |  |
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|   | Induction into YZ45 going through each exercise in current live programme. Demonstrate and ask to repeat. | Studio | 2 hours |  |
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|   | How to answer phone calls;Go through the software systems for:General accessAccessing member records – demonstrate and then ask them to repeatCreating a member record -  demonstrate and then ask them to repeatHow to process a sale through the till -  demonstrate and then ask them to repeatThe YZ45 App – go through functionality & how it is used in the businessThe MyZone App -  go through functionality & how it is used in the businessEmergency contact numbers | Reception | 2 hours |  |
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| Day 2 | Shadow Opening up procedure | Reception & Studio | 1 hour |  |
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|   | Fire Evacuation procedure sign off, Manual handling RA sign off, COSHH sign off, | Reception & Studio | 1 ½ hours |  |
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|   | Touring a prospective member – go through system, demonstrate process with role play and switch roles to check understanding.  Feedback | Reception & Studio | 1 hour |  |
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|   | Following up a prospective member after tour – go through system and demonstrate process with a live example if possible and ask to repeat | Reception | ½ hour |  |
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|   | Go through how to start a session at YZ45, go through the workout standards again and how to manage the end of the session. | Reception & Studio | 1 hour |  |
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|   | How to manage a trial person in a work out | Reception & Studio | ½ hour |  |
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|   | Complete another workout with an experienced trainer.  Ask the new trainer for feedback on the session | Reception & Studio | 1 hour |  |
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|   | Take a practice workout with experienced trainer in attendance – Give detailed feedback on each section of the process, notes to be taken and added to induction sheet | Reception & Studio | 1 hour |  |
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| Day 3 | Arrange the shift so that Closing down procedure is shadowed | Reception & Studio | ½ hour |  |
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|   | Take second practice session with experienced trainer in attendance.  Give detailed feedback on each section of the process, notes to be taken and added to induction sheet | Reception & Studio | 1 hour |  |
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|   | Complete a cleaning schedule to standard – demonstrate & repeat | Reception & Studio | 1 hour |  |
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|   | Take a third practice session this time with real customers but an experienced trainer in the class.  Give detailed feedback on each section of the process, notes to be taken and added to induction sheet | Reception & Studio | 1 hour |  |
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|   | Tour around 2 local competitors, taking notes of offers & standards | External | 1 hour |  |
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|   | Take a fourth practice session again with real customers and an experienced trainer observing.  Give detailed feedback on each section of the process, notes to be taken and added to induction sheet |   | 1 hour |  |
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|   | Go through the current marketing plan and events activity.  Explain what is required in terms of promotional activity from the team and how it works |   | 1 hour |  |
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|   | Ask them to complete adding a member to the system, following up a prospective member, put something out on social media |   | 1 hour |  |
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