**Staff Training Check List**

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| **Staff Name** |  |  |  |  |  |  |
| 1. **YourZone45 Trainer Course** |  |  |  |  |  |  |
| Introduction to YourZone45 – Who we are |  |  |  |  |  |  |
| The YourZone45 Mission |  |  |  |  |  |  |
| The YourZone45 Concept |  |  |  |  |  |  |
| The Target Market |  |  |  |  |  |  |
| Customer Service |  |  |  |  |  |  |
| Member Experience & Club Atmosphere |  |  |  |  |  |  |
| Importance of the role |  |  |  |  |  |  |
| Telephone Technique |  |  |  |  |  |  |
| Introduction to MYZONE Heart Rate System |  |  |  |  |  |  |
| The Workouts & how to deliver the session |  |  |  |  |  |  |
| Practical Training Session |  |  |  |  |  |  |
| Heart Rate Monitor Info / Results & Sending |  |  |  |  |  |  |
| Heart Rate Troubleshooting |  |  |  |  |  |  |
| Building Retention through rapport |  |  |  |  |  |  |
| The 6 week Kickstart Programme |  |  |  |  |  |  |
| Basics of Dealing with an Enquiry |  |  |  |  |  |  |
| Dealing with a Trialist / first session |  |  |  |  |  |  |
| Monitoring system |  |  |  |  |  |  |
| Referral System |  |  |  |  |  |  |
| Cleaning & Equipment Maintenance |  |  |  |  |  |  |
| Opening Days and Session Times |  |  |  |  |  |  |
| Booking System |  |  |  |  |  |  |
| 1. **YourZone45 Head Coach Course** |  |  |  |  |  |  |
| All Aspects of YourZone45 Trainer |  |  |  |  |  |  |
| Delivery of 6 Week Kickstart Programme |  |  |  |  |  |  |
| Reviewing YourZone45 Training sessions |  |  |  |  |  |  |
| Understanding Club Manager Retention Reports |  |  |  |  |  |  |
| Conducting Studio Tours / Trial Sessions |  |  |  |  |  |  |
| Pricing structure |  |  |  |  |  |  |
| Managing staff rotas |  |  |  |  |  |  |
| 1. **YourZone45 Membership Advisor Course** |  |  |  |  |  |  |
| Understanding The YourZone45 Concept |  |  |  |  |  |  |
| Understanding Colleagues Roles |  |  |  |  |  |  |
| The YZ45 7 Step Sales Process |  |  |  |  |  |  |
| Dealing with enquires |  |  |  |  |  |  |
| Conducting Studio Tours |  |  |  |  |  |  |
| Signing up a member |  |  |  |  |  |  |
| Follow Up Procedure (New Member) |  |  |  |  |  |  |
| 5 Step Follow Up Procedure (Not Joined) |  |  |  |  |  |  |
| Member Freezing |  |  |  |  |  |  |
| Member renewals |  |  |  |  |  |  |
| Membership Cancellation |  |  |  |  |  |  |
| Understanding DFC |  |  |  |  |  |  |
| Advanced club manager system |  |  |  |  |  |  |
| Refund requests |  |  |  |  |  |  |
| Terms and conditions of membership |  |  |  |  |  |  |
| Marketing and Generating Enquiries/ Leads |  |  |  |  |  |  |
| 1. **YourZone45 Complete** |  |  |  |  |  |  |
| All the Above |  |  |  |  |  |  |
| Member Complaints |  |  |  |  |  |  |
| Reconciling DD Payments |  |  |  |  |  |  |
| Reconciling Payment Statements – Non Payers |  |  |  |  |  |  |
| Managing Staff |  |  |  |  |  |  |
| Training Staff |  |  |  |  |  |  |
| Staff Rotas / Staff Management |  |  |  |  |  |  |
| Social Media Management |  |  |  |  |  |  |
| Marketing Course |  |  |  |  |  |  |
| Health & Safety |  |  |  |  |  |  |