

ENROLLMENT/REGISTRATION

To **ENROLL** in a class:

- Ask their Last Name. Look them up in Class Manager. Ask if account could be under another name (mother's maiden name). Always check under address/cell phone as well. People will always say they have never been here before.
- If they are new or if it has been over 1 year, have them fill out a **Waiver**. Make sure they fill out ALL information completely and SIGN the BOTTOM. This is the most important part of your job in the office and requires absolute diligence.
- Explain Monarchs policies – tuition, annual membership fees, Trial policy (NOT a Free Trial), 1 make up per month per class, dropping classes, arriving on time, etc.
- In Class Manager, determine their account status as far as any previous balances, credits, or expired membership fees.
- If they are new or it has been over a year since it was last paid and they are registering, make sure to charge the annual membership fee. (2 students per family only, after that no charge)
- Check the class in the office book (and CM to be sure) for availability.
- Start filling out white enrollment slip with first and last name of student, class, day, time and coach.
- Figure out the total taking into consideration when they are starting, if the price needs to be pro-rated, and membership fees, balances or credits. Remember the trial class is NOT free! Be sure to count it in as the 1st class.
- Double check your work!!!
- Once you receive payment, if cash or check, make a copy with the enrollment slip. (ALWAYS copy all cash & checks!)
- If paying by cash, copy the enrollment slip and cash for office file and then staple or clip actual cash to enrollment slip and put into safe.
- If paying by check, copy the enrollment slip and check for office file and put the check into the accordion file by cashbox.
- If paying by credit card, record how they paid onto enrollment slip. (Make sure transaction goes through with transaction and authorization numbers.)