

Scheduling Trials:

- BE FRIENDLY! THEY ARE A NEW CUSTOMER! Ask age and gender of child.
- Ask what day and time of day they prefer. Match it to our schedule.
- Check availability of class. Do not overbook. Check for other Make-ups and Trials already scheduled for the same day.

We only schedule Trials in beginning level classes to be evaluated by the coach. We need to see where they fit into Monarchs programs coming from outside gyms and programs. If parents insist that their child is at an advanced level, schedule a Skill Evaluation with the recreational director, but only as a last resort.

- Put Trial sticker on class page in office book starting at the bottom of the page. Fill out completely. Child's Name, Parent Name & phone number*.
- *Phone number is essential in case class is cancelled, changed, or becomes full.
- Fill out Green Trial slip completely and put in slot on desk by date.
- Customer can "Try" more than one type of class without signing up. (Example: purple 6-8, Tumbling Youth Intro, Rhythmic, Jr. Cheer)
- Customer cannot try the same class twice, just because it is a different instructor, time of day, or a different gym location.
- Tell customer to arrive a few minutes early, come to office, & fill out waiver or they can create an account online, but then you need to check that all information is there.
- *****MOST IMPORTANT – TRIAL POLICY*****

Explain Trial is "*No Obligation*" ***NOT FREE!!***

They can try class first, see how they like it. If they sign up, Trial is counted as 1st class. If they don't sign up, then they don't owe anything.

When Customer Arrives for Trial:

- Give them a waiver to fill out or check to see that it was signed online. Make sure all info is filled in and the bottom is signed. (If existing waiver over 1 year old, get a new one). Have parent include themselves as student if Parent/Tot class as they will be on the gym floor.
- Remind them of Trial Policy. This class will count if they enroll.
- Give them Green Trial slip for child to hand to coach.
- Tell them (show them if possible) where cubbies are & where to wait for class.
- Let them know to return to the office when their Trial is over.

Enter waiver into Class Manager. Enroll child in class to hold their spot, if it wasn't done that morning.

If they come back after class to pay, process payment, enter enrollment info into office/coach books and file waiver. If they do not come to office, put forms into Trial book to hold until next week and to call the next day.