

Open Barre SOP

1. WEBSITE ENQUIRIES

- a. Clients will click into the Free Trial tab on our website
- b. This will lead them to an Open Barre sign up sheet including health/pregnancy/fitness goals info
- c. You will get a notification that a staff task has been added to your dashboard
- d. You will reach out to these clients and ensure you check which centre they are interested in as our website does not specify
- e. Follow your standard outreach process

2. YM/WHATSAPP ENQUIRIES

- a. Clients will enquire over the phone or YM with you regarding Open Barre
- b. Instead of sending them the Waiver link, you will send them the 'Sign Up' Page from Momence and walk them through the Class Schedule
- c. Once they have signed up, we will get a notification that their account has been created on the system including waivers being signed as well as health info/pregnancy status/fitness goals filled in
- d. Add an Open Barre Class into their account & add them to class, per your standard procedure