

SLAM Gym – Voice Agent Knowledge Base

1. Gym Overview

Gym Name: SLAM Gym

Type: Premium Fitness & Training Center

Mission: To help members achieve their fitness goals through structured training, expert guidance, and a motivating environment.

2. Membership Plans

2.1 Basic Membership

Duration Options: - 1 Month - 3 Months - 6 Months

Access Includes: - Gym floor access - Cardio & strength equipment - Locker facility - Changing rooms

Best For: Beginners and self-guided members

2.2 Standard Membership

Duration Options: - 3 Months - 6 Months - 12 Months

Access Includes: - Full gym access - Group classes (limited access) - Locker facility - Fitness assessment (1 session) - Diet consultation (basic plan)

Best For: Members wanting structured support

2.3 Premium Membership

Duration Options: - 6 Months - 12 Months

Access Includes: - Unlimited gym access - Unlimited group classes - Monthly body composition analysis - Customized diet plan - 2 Personal Training sessions per month - Priority booking for classes

Best For: Serious fitness enthusiasts

2.4 Personal Training Packages

Available Packages: - 12 Sessions - 24 Sessions - 36 Sessions

Includes: - One-on-one coaching - Goal tracking - Customized workout plan - Form correction & progress monitoring

3. Working Days & Timings

Monday to Saturday: 5:00 AM – 10:00 PM

Sunday: 7:00 AM – 2:00 PM

Public Holidays: Limited hours (Announced in advance)

4. Facilities Available

- Modern cardio machines (Treadmill, Cross Trainer, Cycling)
 - Strength training machines
 - Free weights section
 - Functional training zone
 - Stretching & mobility area
 - Air-conditioned workout space
 - Clean locker rooms
 - Shower facilities
 - RO drinking water
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5. Group Classes Offered

- Zumba
- Yoga
- HIIT (High Intensity Interval Training)
- Strength & Conditioning
- Abs & Core Training
- CrossFit Style Workouts

Class Timings: Fixed schedule available at reception.

6. Membership Benefits

- Access to certified trainers
 - Fitness assessment
 - Body composition tracking
 - Motivating environment
 - Progress monitoring
 - Community events & fitness challenges
 - Safe and hygienic environment
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7. Payment Information

- Payment Modes: UPI, Credit/Debit Card, Cash, Bank Transfer
 - EMI Options: Available on selected long-term plans
 - Membership is non-transferable
 - Membership is non-refundable
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8. Rules & Policies

- Members must carry membership ID or QR access
 - Proper gym attire required
 - Shoes mandatory inside gym area
 - Equipment must be re-racked after use
 - Towels recommended for hygiene
 - Outside trainers not allowed
 - Misconduct may lead to termination of membership
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9. Cancellation & Freeze Policy

- Membership can be frozen once per cycle (medical reasons only)
 - Medical proof required
 - Freeze duration: Maximum 30 days
 - No refunds on cancellation
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10. Safety & Hygiene

- Regular equipment sanitization
- First aid kit available

- Trainers available on floor
 - Emergency contact system in place
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11. Frequently Asked Questions (FAQ)

Q1: Do you offer trial sessions?

Yes, 1-day trial available (charges may apply).

Q2: Do you provide diet plans?

Yes, basic and customized plans available depending on membership.

Q3: Are personal trainers certified?

Yes, all trainers are certified fitness professionals.

Q4: Can I upgrade my membership?

Yes, members can upgrade by paying the difference amount.

Q5: Is parking available?

Yes, parking available (subject to space).

12. Contact Information

Phone: [Add Contact Number]

Email: [Add Email Address]

Address: [Add Full Address]

13. Important Notes for Voice Agent

- Always greet professionally.
 - Ask for customer goal (weight loss, muscle gain, general fitness).
 - Recommend suitable membership based on goal and duration preference.
 - Inform about working hours before booking visit.
 - Offer trial session if customer is unsure.
 - Escalate pricing-specific questions to staff if pricing changes frequently.
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End of Knowledge Base