Sandra onboarding process

Prior to start date:

* What ZeroW stands for as a brand and how we filter that into the community.
* Website walkthrough and membership explanations – To understand the product we offer and how we can impact member experience at all tiers.
* Coached membership conversion points based on impression/consult – Hormozi closer framework.
* Understanding finance strategies when members miss sessions.

Practical session:

* Technique session led my myself for more in depth feel of the systems.
* Points around linking SBD tech breakdowns into accessories and using that as sales points to close the session.

Template responses:

* Technique session follow up template – videos, individualised points, movement prep and upsell
* Programming spreadsheet – examples of programs in different phases – encourage exploration.
* Google drive with premade material – Programming guide, Thomas’ sales call, some template email responses (learn the voice)

First week:

* Payroll/accountants link to contract
* Custom email set up
* Premade follow up/response templates to online coaching, 10day trials, Welcome email to new members
* Gym tour with safety systems and standardised housekeeping expectations we enforce to members.
* Task sheet for daily, fortnightly, monthly tasks.
* Culture and community exposure:

How to greet members? How to greet and give a tour to potential members? (Hormozi closer) How to interact with members and reinforce points surrounding enhancing member experience.

* Offering free technique sessions to new members, upsell members with free technique session included etc.
* Implementing strategies to help find her identity/strengths in ZeroW – moral, value.