A close up of a logo

Description automatically generated

Customer Miranda

Trainer  
Dwayne

Owner(manager) Jack

Scenario

Owner(Jack)

My name is Jack who is an owner of CGM Fitness. I am currently managing trainers and customer membership as I am the manager of my business.

I hope to have a business website that has an integrated gym management tool tracking all activities because it is too tired to write down on the paper.

We have an incentive system paying more to the trainer who has more training classes with customers. However, a trainer Andrew is not a famous trainer, but he reported to me that he had classes with 50 customers last month. I am quite sure that he couldn't get 50 people while he had three days off. However, I cannot prove how many customers he had trained since I cannot be all day in the gym. So, I need the gym management tool showing clearly how many customers assigned to him.

One of my customers sneaked to work out for several weeks without renewing his membership. We were not able to recognize because he was 1-year membership, then no one remembered when he had signed up.

Trainer(Dwayne)

I am a famous trainer at CGM Fitness. My boss Jack asked me what the most tired things are while I have been working here.

When the trainer Andrew has days off, I need to back up his customers. However, he didn’t hand to me any information about his customers, so I was struggled to figure out the customer’s needs. One case I remember is meeting Tracy his trainee. I let her run on a treadmill for 1 hour because of my misjudgment that she needs a diet. But she complained to me she wants to make apple hips instead of losing weights!! I was so embarrassed and had to apologize several times. Then, I had to spend a lot of time counseling his customer carefully because Andrew locked his cabinet where his customers' information placed in.

Customer(Miranda)

I am a loyal regular at CGM Fitness for the past several years. Since I am a top model, I have no time to go gym regularly. For each time, it was so annoying to make a schedule with the trainer by a call. I would like to see time schedules when I can have training classes with my trainer.

Since I have gained a lot of weight during the vacation since the last photoshoot, I need to check numerical data of my body condition through a body fat monitor for the next photoshoot contract. (body fat monitor is a scale shows weight, rate of muscle and fat, and other physical information) So I would like to see body fat reports periodically on the website.