

## **Operational Systems Checklist**

### ***“Is Your Facility Running Smoothly Behind the Scenes?”***

Helps you identify inefficiencies that may hinder growth or client satisfaction.

#### **Scheduling & Client Management**

- You maintain one central calendar for cage rentals, lessons, camps, etc.
- Waivers, payments, and client data are digital and stored centrally.
- All new clients receive a consistent, branded onboarding experience.

#### **Staff Efficiency & Visibility**

- Instructors can access client info, track sessions, and suggest programs.
- Staff roles, expectations, and KPIs are clearly documented.
- Routine admin tasks (e.g. registration, reminders) are automated.

#### **Reporting & Systems**

- You run weekly/monthly reports on revenue, retention, and utilization.
- Your systems (scheduling, billing, CRM) are integrated.
- You can onboard a new staff member with minimal training due to clear systems.