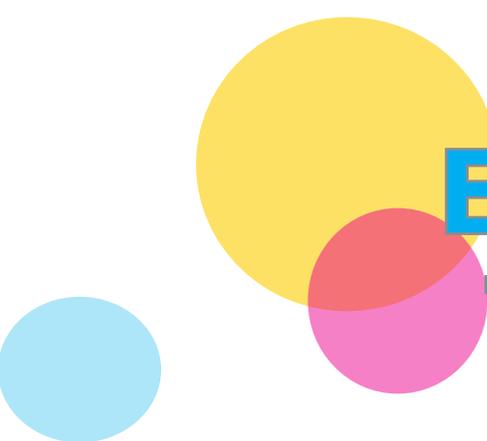
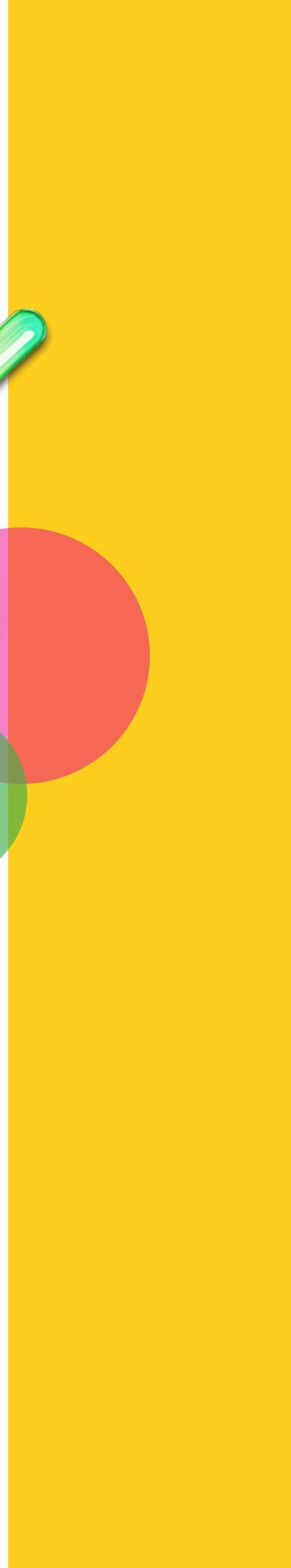


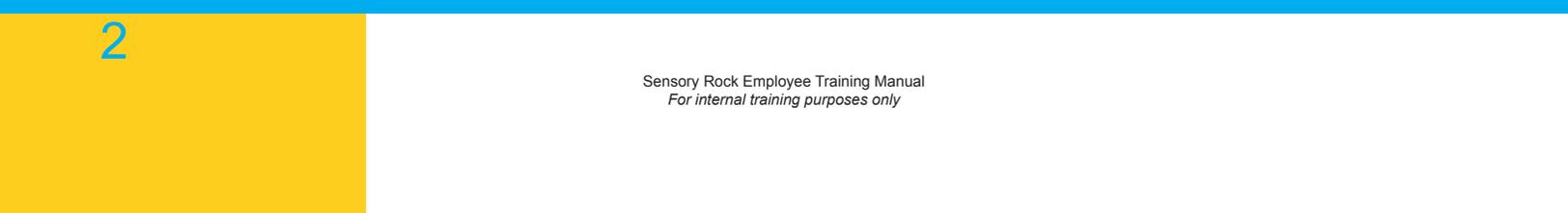


**sensory**  
-PLAY GYM & THERAPY-  
**ROCK**



**EMPLOYEE  
TRAINING  
MANUAL**







When greeting a customer, here are some **best practices** to remember:

1. Be excited! They are excited to be here. Be excited to see them!
2. If you don't know them, ask if this is their first time at Sensory Rock and give them a tour if the timing is appropriate..
3. Introduce yourself. You are the host/hostess. Make sure they know they can ask you questions.
4. Get to know them! We are the Sensory Rock *Community*, and community is built on relationships.
  - What is their name?
  - What is their kids' name?
  - Do they live in town?
  - How did they hear about us? (this one is important!)
5. Smile!



## POINT OF SALE



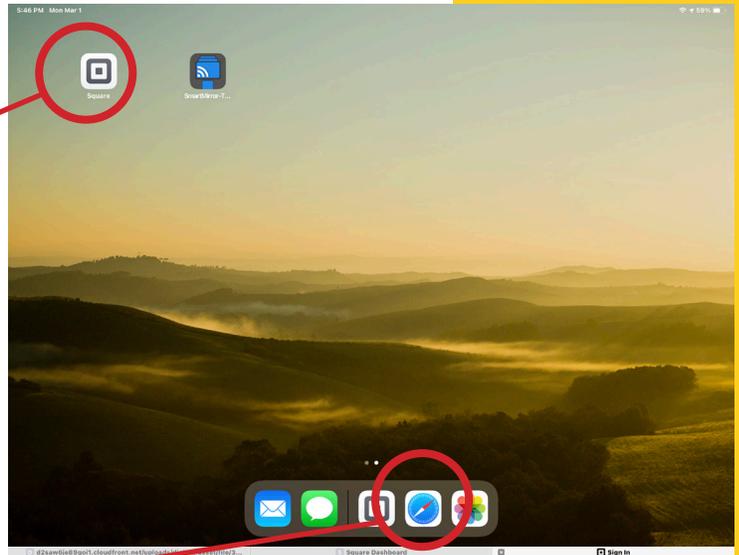
The Point of Sale is an important part of continuing our relationship with the customer. Here are some **best practices** to remember:

1. Be Professional.
2. Give the customer your undivided attention. Do your best to not let yourself be interrupted. If another person enters the gym, say, “hello! I will be with you in a moment!”
3. Treat the customer’s information as though it is priceless (*it is!*). The customer’s information should be treated with respect and privacy.
  - a. Do not speak loudly so that others can hear.
  - b. Ask for correct spellings and pronunciations.
  - c. Do your best to get complete and accurate information.
4. Communicate with the customer and ask permission.  
“I will just need a few minutes of your time to make the check-in process easier for you in the future. Is that alright?”

The iPad should be signed in and setup at the beginning of your shift, or when the gym opens for the day. DO NOT wait until you have a customer to do this.

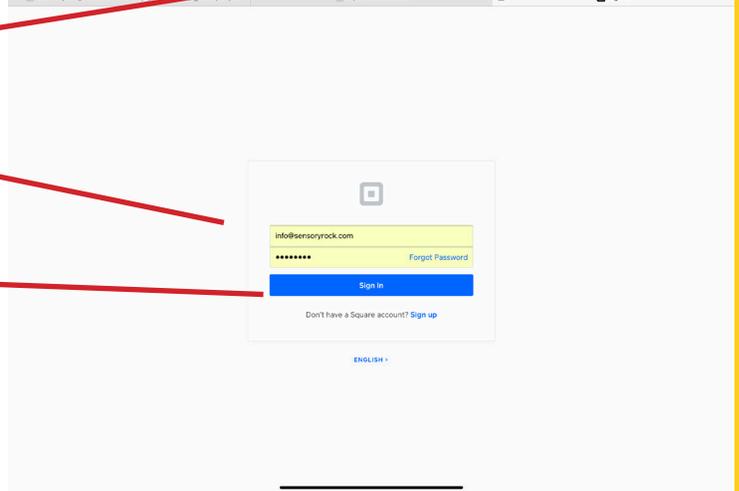
### IPad Setup:

- Square APP is open.
- Login to SQUARE APP with your username and password.

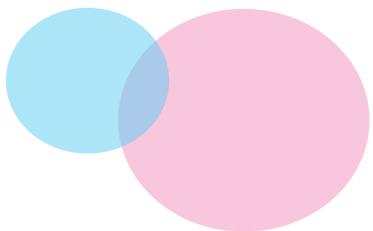
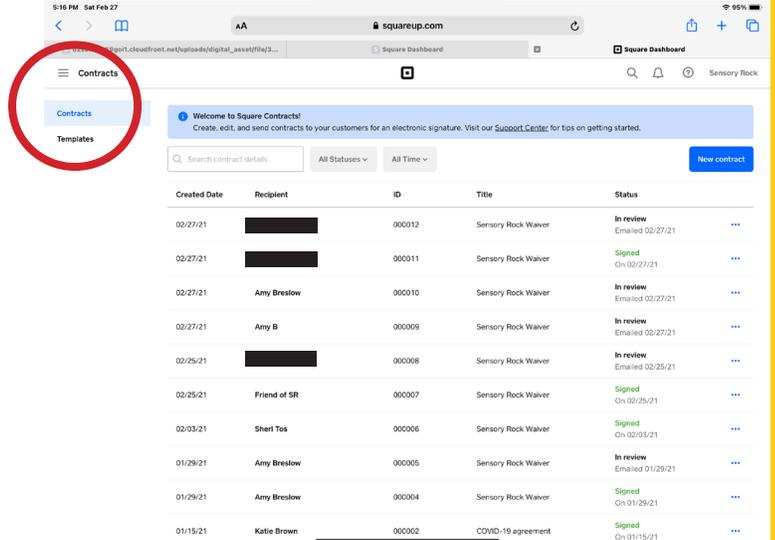


- Safari is open and Logged into Squareup.com

Login: info@sensoryrock.com  
Password: SR4Him!!



- Select: Contracts  
(This window should always be open in Squareup.com)



## IN THE SQUARE APP:

- The checkout screen should be your default screen in the app.

- Be sure to select Favorites.

- On the right hand side, select "add a customer" (to the sale).

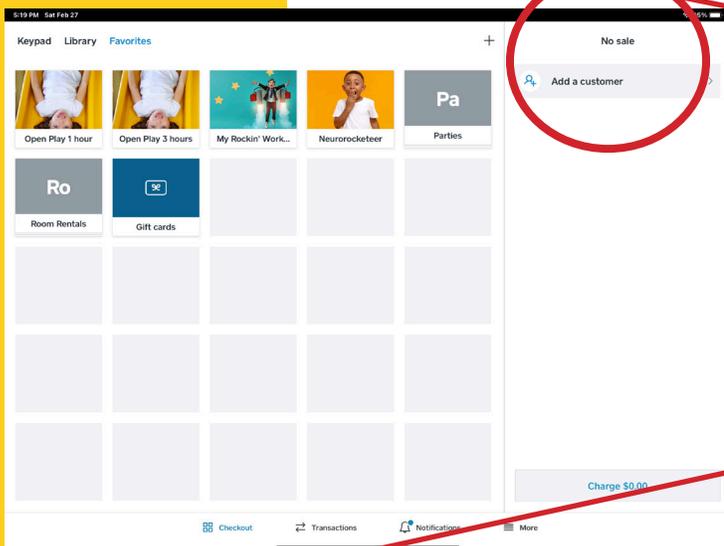
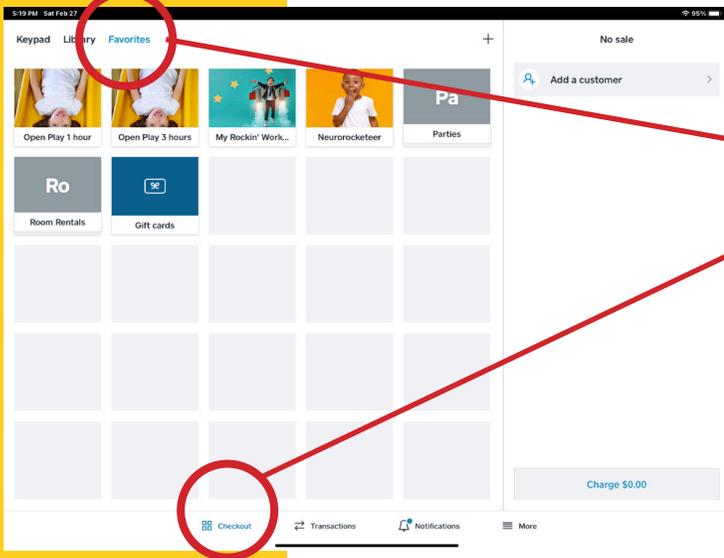
*Note: to JUST access the customer's information, select, "More" and then "Customers" on the next screen.*

- Ask the customer, "*can I please get your email address to look for you in our system?*" (note: if they receive our newsletters, we should have their email.)

It is VERY important that you only search by email at this time.

- Select the correct profile associated with the email address.

If an email search turns up nothing, double-check the spelling, then click "create customer"



- Once you have located the customer’s profile, say *“I just need to ask you a few questions for our records and have you sign a waiver. It should only take a few minutes.”*

- Click “edit” next to the customer’s name.

*Note: If a customer shows up as “Friend of SR,” change the information to their correct information.*

- Fill out the form by asking for the correct spellings.

*How do you spell your first and last name please?*

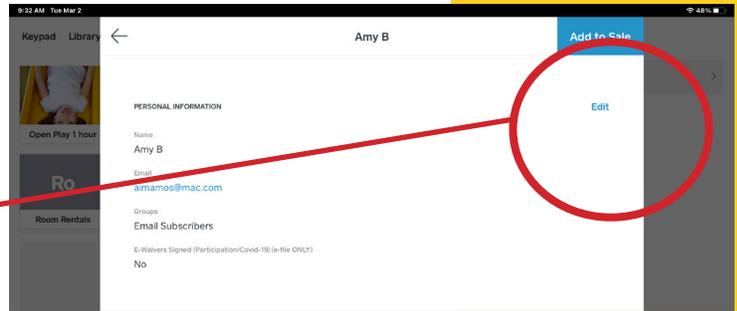
*What is the best number to reach you at?*

*What is your mailing address please?* (If they do not want to share address, explain that we need it for the waivers they will sign).

- Ask the child(ren)’s name, with correct spelling, and birthdate. If there are more than 4 children, enter them in the notes section.

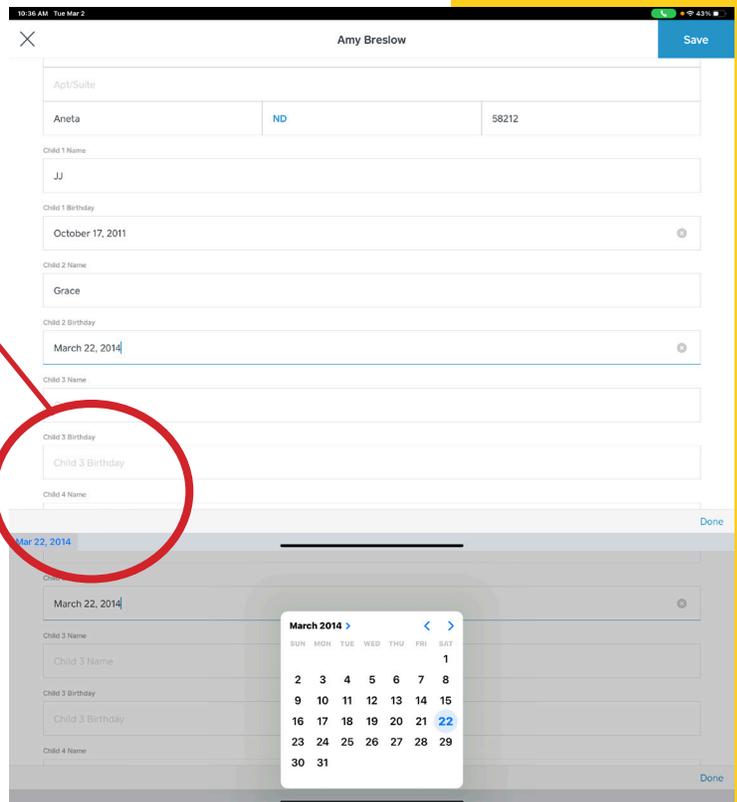
- Enter the child’s birthdate using the calendar in the bottom left hand corner.

(The system will not correct you, so please pay attention to this. Once you have saved the information, if the birthdate doesn’t show up, you have entered it incorrectly.)



Form fields for customer information:

- First Name: Amy
- Last Name: B
- Birthday: [Empty]
- Phone: United States, (201) 555-0123
- Email Address: aimamos@mac.com
- Address: United States, Street, Apt/Suite, City, State, ZIP



Emergency Contact Name

Emergency Contact

(001) 555-0123

Well-Being Concerns (See Note)

NOTE

Allergies

First Visit

Groups

E-Waivers Signed (Participation/Covid-19) (e-file ONLY)

- Ask for an emergency contact name. Enter the emergency contact phone number in the next field.

- Click on well-being concerns.

If the parent has not already volunteered the information, ask,

*“Do you have any concerns about your child’s development or learning?”*

If they need you to clarify, say

*“We connect parents with resources such as therapists and learning programs to address their specific needs.”*

If you don’t know how to direct them say,  
*“I know the owner, Sheri Tos would love to connect with you. Do you mind if I give her your information and have her reach out to you?”*

Physical/Emotional/Learning

Has ABA

Refer to Therapist

Refer to Sheri

N/A

If you check these boxes, be sure to write details in the Notes Section.

- In the notes section, elaborate on anything that you checked.

For example, if you checked ABA, you might say, the ABA’s name is Lucy.

If you checked therapist, you might say that they are looking for a physical therapist, or a speech therapist.

•Note any allergies.

•Enter today's date (if this is their first time).

•See the next section on e-waivers.

•DO NOT CHECK THIS BOX FOR A PAPER COPY!

•CLICK SAVE!

•Now that you have added a customer to a sale, you can proceed with ringing in a sale.

See the section on Ringing in a Sale.

Emergency Contact Name

Emergency Contact

United States

(201) 555-0123

Well-Being Concerns (See Note)

NOTE

Allergies

First Visit

Groups

E-Waivers Signed (Participation/Covid-19) (e-file ONLY)

Emergency Contact Name

Emergency Contact

United States

(201) 555-0123

Well-Being Concerns (See Note)

NOTE

Allergies

First Visit

Groups

E-Waivers Signed (Participation/Covid-19) (e-file ONLY)

Keypad Library Favorites

No sale

AB Amy B

Room Rentals

Gift cards

Charge \$0.00



When signing an e-waiver, here are some **best practices** to remember:

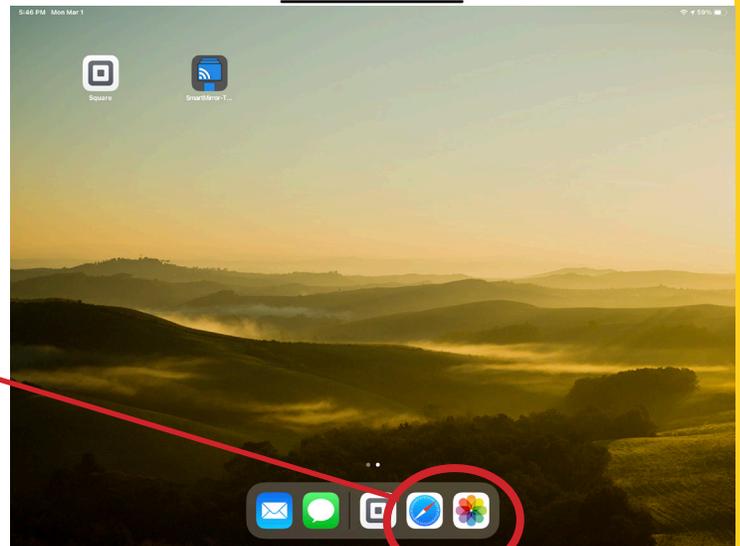
1. This is an important part of protecting our business AND protecting our customers.
2. Do not skip this step. However, do not insist that the e-waiver be signed before they can play. A paper copy is permitted “for today.” Say, *“I will email you an e-waiver you can sign that when you get home. If you can sign that online it will be in our system and you won’t have to do this everytime.”*
3. If the customer has access to their email they can sign the e-waiver right there.
4. **ALWAYS** verify a waiver, even if the box is checked.

•If this box is not checked, it means we do not have an e-waiver verified. Only check this box if you have VERIFIED an E-WAIVER.

•DO NOT CHECK THIS BOX FOR A PAPER COPY!

•To verify an e-waiver, go into Safari and the Squareup.com website.

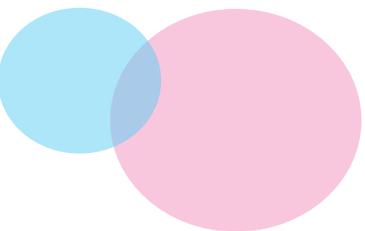
*(Note: You cannot access contracts through the app)*

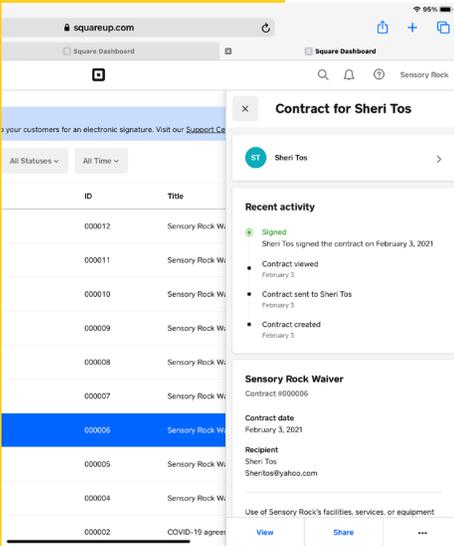


•On the contracts page, verify if a user has signed a waiver. You can search for their name in the search bar.

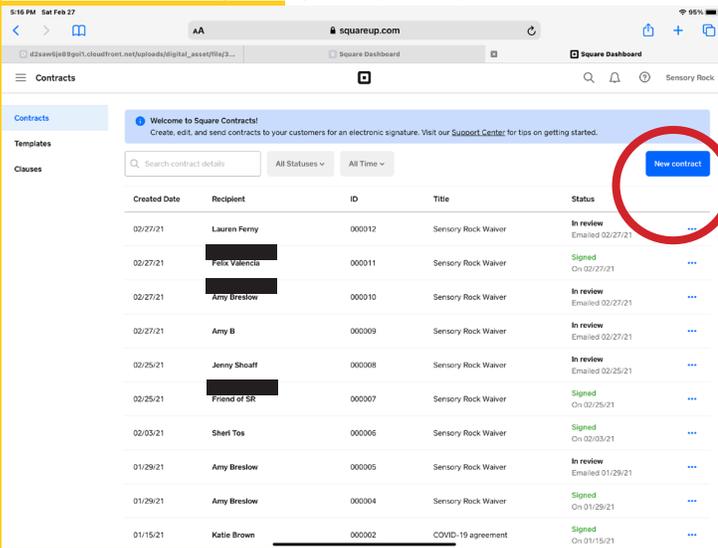
Created Date	Recipient	ID	Title	Status
02/27/21	[REDACTED]	000012	Sensory Rock Waiver	In review Emailed 02/27/21
02/27/21	[REDACTED]	000011	Sensory Rock Waiver	<b>Signed</b> On 02/27/21
02/27/21	Amy Breslow	000010	Sensory Rock Waiver	In review Emailed 02/27/21
02/27/21	Amy B	000009	Sensory Rock Waiver	In review Emailed 02/27/21
02/25/21	[REDACTED]	000008	Sensory Rock Waiver	In review Emailed 02/25/21
02/25/21	Friend of SR	000007	Sensory Rock Waiver	Signed On 02/25/21
02/03/21	Sheri Tos	000006	Sensory Rock Waiver	Signed On 02/03/21
01/29/21	Amy Breslow	000005	Sensory Rock Waiver	In review Emailed 01/29/21
01/29/21	Amy Breslow	000004	Sensory Rock Waiver	Signed On 01/29/21
01/15/21	Katie Brown	000002	COVID-19 agreement	Signed On 01/15/21

**NOTE: A waiver is “signed” ONLY if it says “SIGNED”**

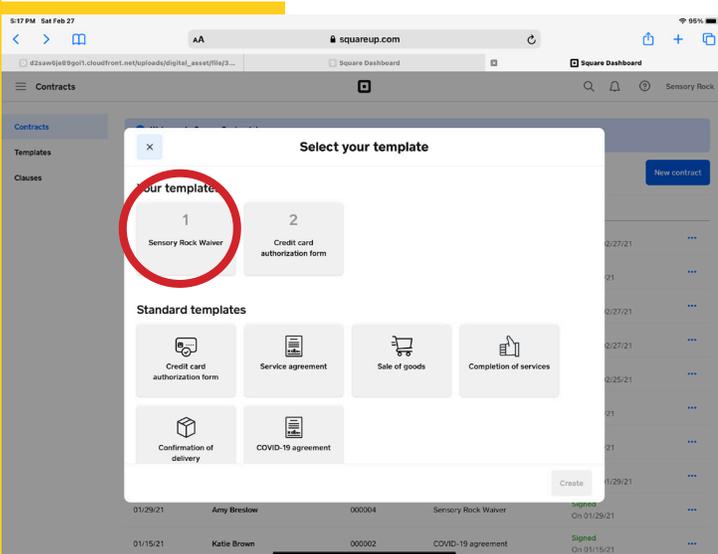




- Select a contract to view the details, and send a reminder to sign if necessary.

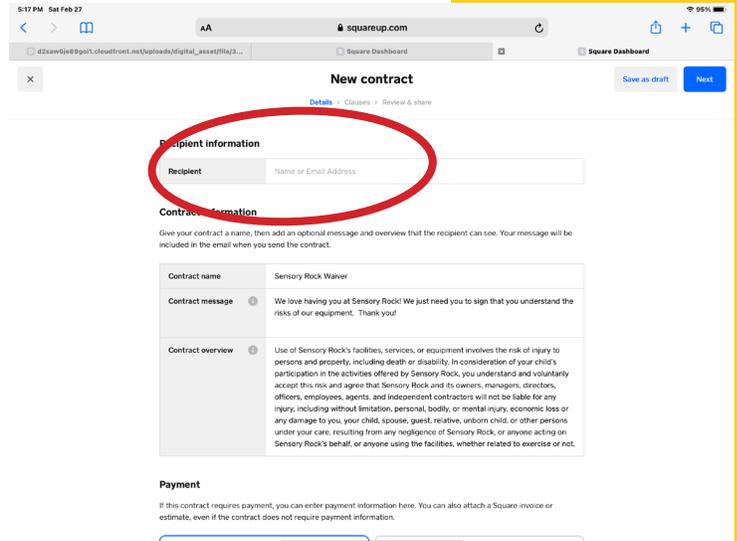


- If there is no e-waiver on file, select **NEW CONTRACT** to send a new e-waiver.

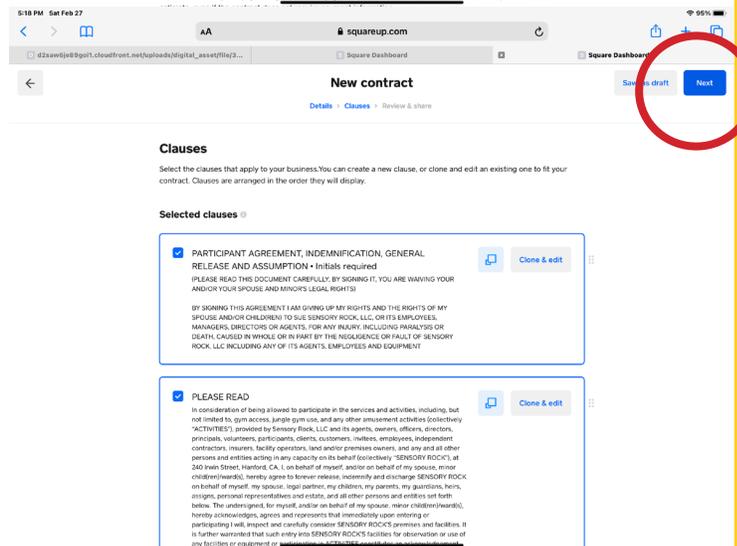
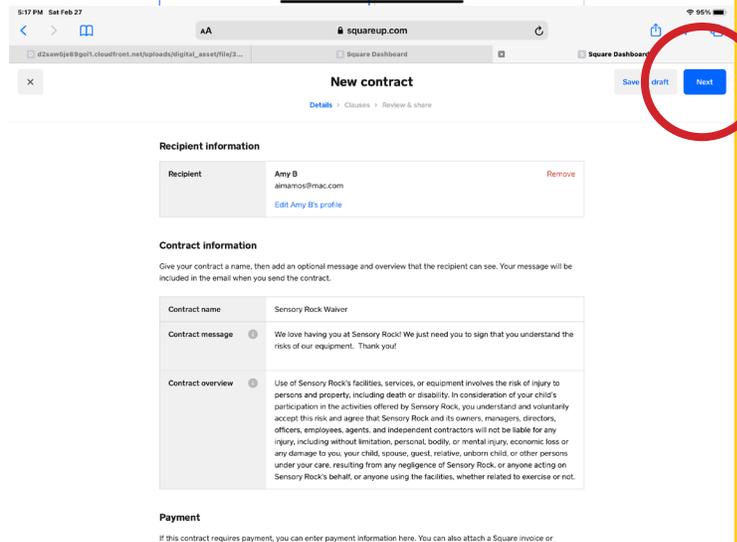


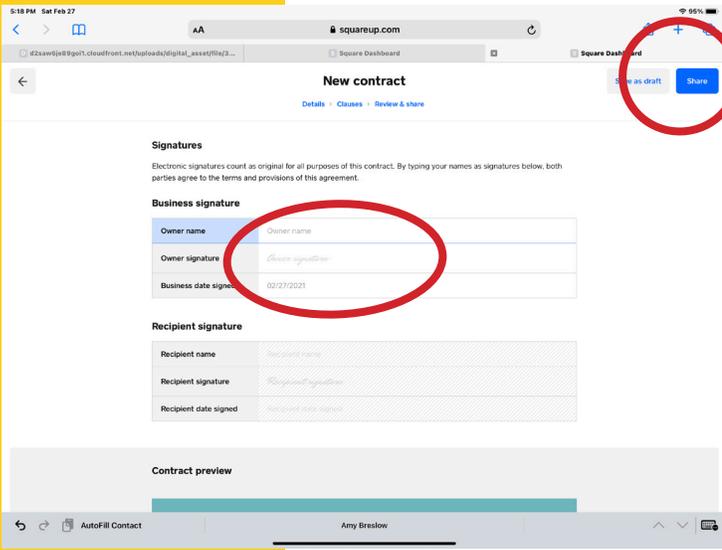
- Select #1, Sensory Rock Waiver

•Enter the customer's email address.



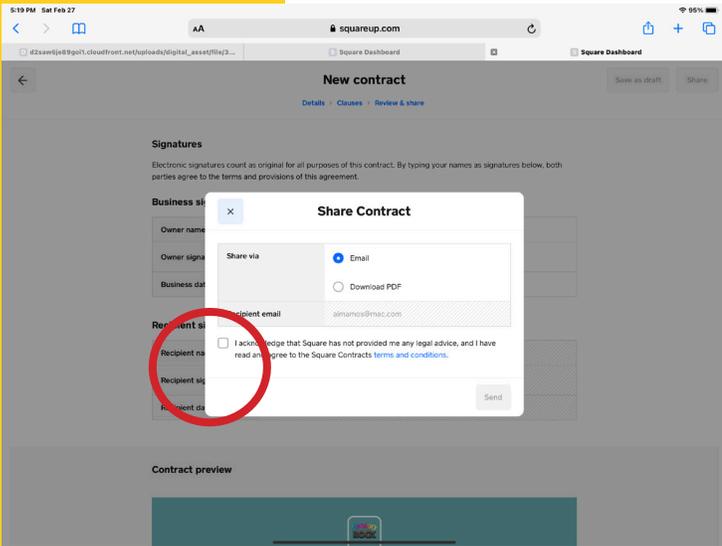
•Select Next on the next two screens.  
*You do not need to review or check any boxes.*



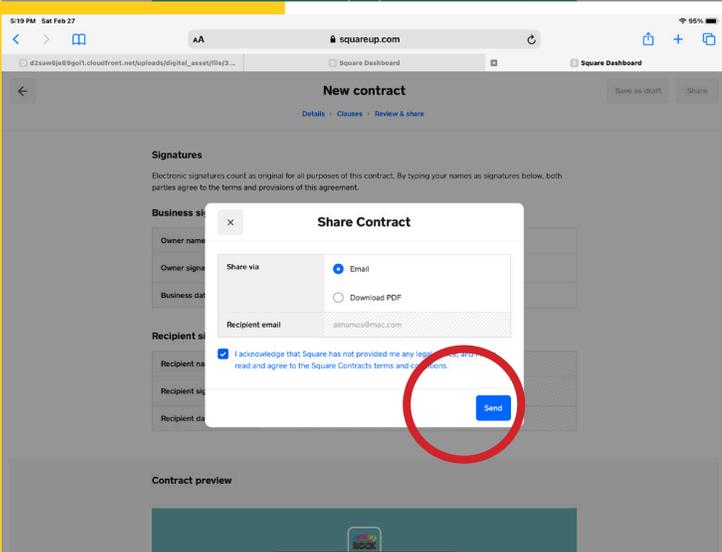


- In the Owner's name field, type in "Sheri Tos"  
**DO NOT PUT IN YOUR OWN NAME.**

- Click Share



- Check the "I Acknowledge" button



- Send the Contract!

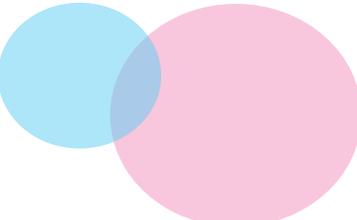
The customer should receive it immediately in their email.

If there is a delay, suggest that they can check their email when they get home, and have them sign a paper copy for today.

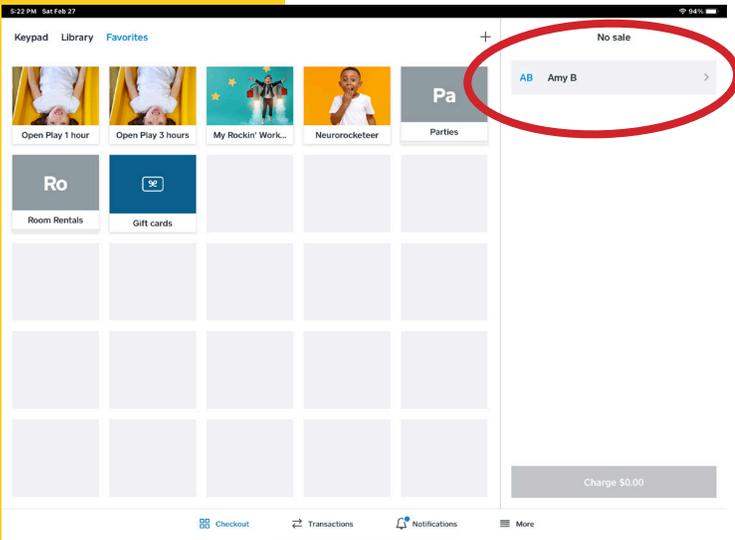


When ringing a sale, here are some **best practices** to remember:

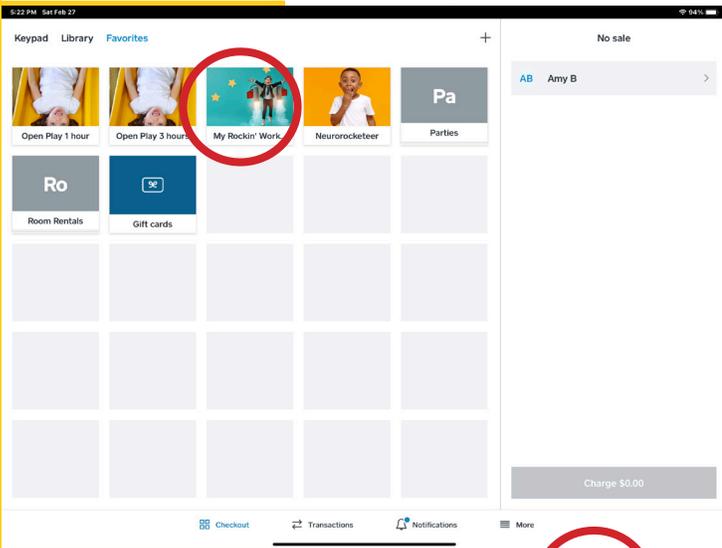
1. Smile! always remember to be positive and connecting.
2. Communicate!
3. Remember that the exchange of money is strengthening the relationship, and they are placing their trust in us. Trust is valuable.
4. Thank them for coming to Sensory Rock!



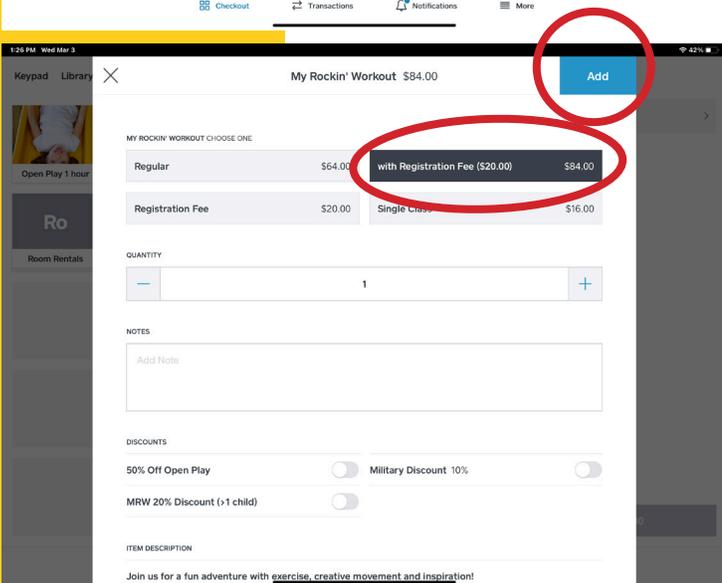
•Add a customer to the sale.



•Select the option that they are being charged for.



•Choose the option they are purchasing, and click "ADD"



**IMPORTANT: add each child separately. The discounts will not apply correctly.**

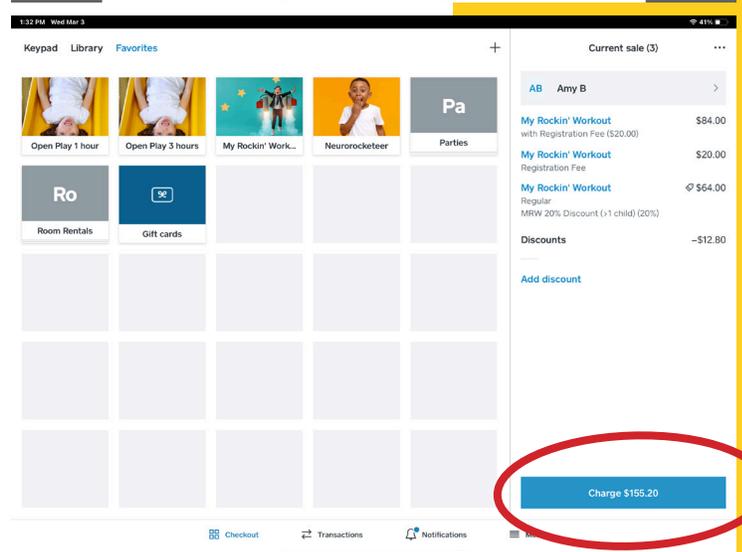
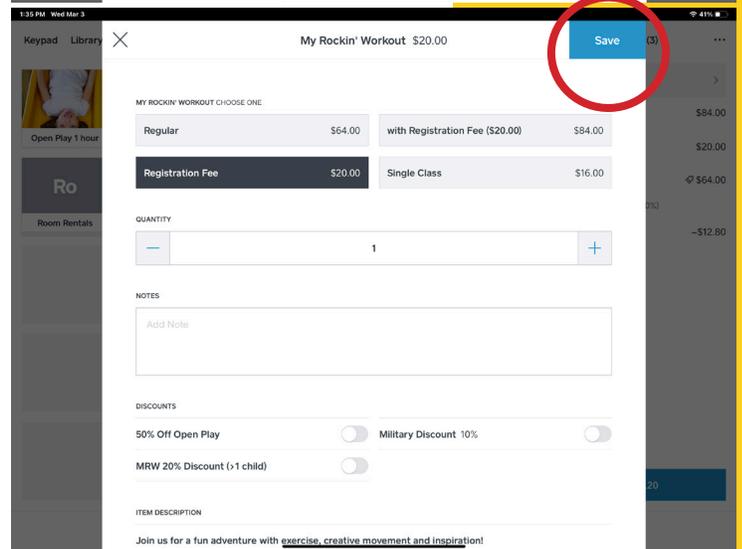
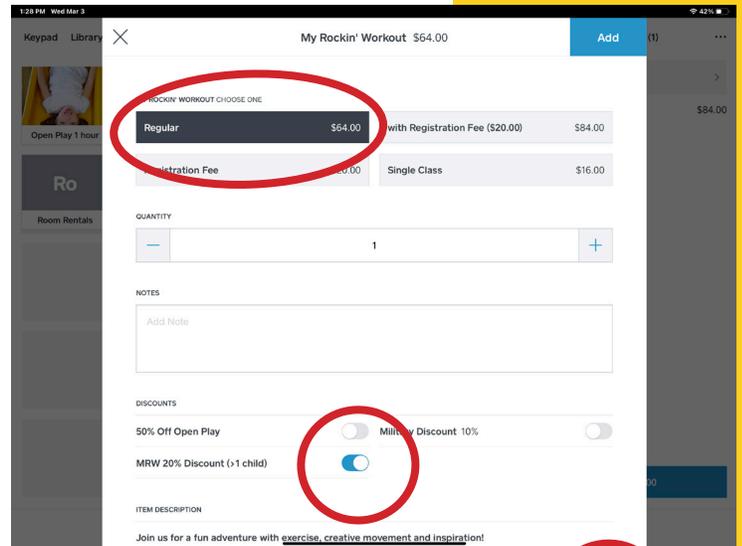
•Add each individual child with the added discount

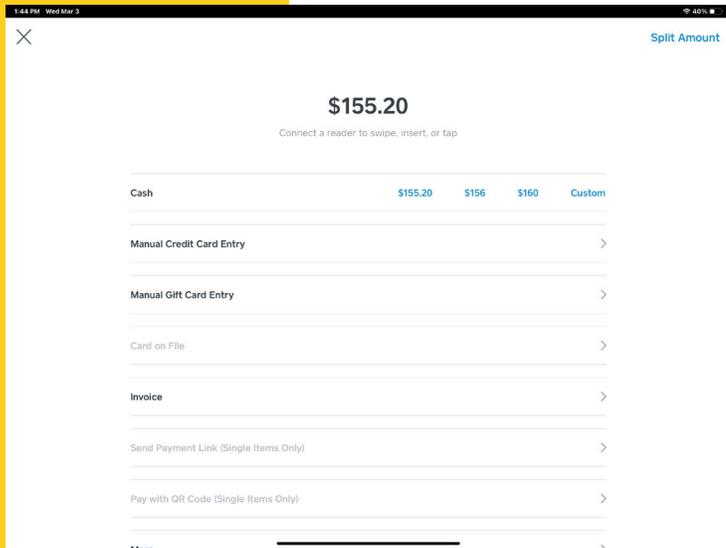
•Click Add.

If Applicable,

- Add a registration fee for each individual child.
- Click Save

•Once all items are entered, click **charge**.





- Select the tender.

If there is a card on file, ask, *“would you like me to charge the card you have on file?”*

- Follow the prompts to complete the sale.

- Thank the customer and smile!

