ClubAutomation

High level CA training for club leaders

done at your own pace

SELF-PACED ADMINISTRATOR TRAINING

Ensure your existing, returning, and new club operators are up to date on Club Automation training, setup, and best practices. Designed specifically for club directors and department managers, our self-paced training package includes a variety of interactive learning materials for you and your leaders to complete at your own pace.

SELF-PACED TRAINING PACKAGE: $500

INCLUDES 12 WEEKS OF ACCESS TO:

- **Interactive Demo Site with Guided Walk-Throughs**
- **Training Videos**
- **Interactive Training Courses**
- **Knowledge Assessments**

Contact us at trainingpackage@clubautomation.com!

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SELF-PACED TRAINING PACKAGE

You will receive a 12-week link to Talent, a learning management system that will take you and your leadership team through Club Automation topic-specific courses with a focus on setup and site administration. Materials within each course vary, and include things like:

- **Interactive Demo Site with Guided Walk-Throughs**
  - Put your Club Automation knowledge to work by practicing within our Demo Site. The site looks and functions like a Club Automation site, allowing you to practice your skills and follow our system setup scenarios without worrying about interfering with your own site.

- **Training Videos**
  - Our pre-recorded, topic-specific training videos cover major parts of the system, and include the steps to efficiently utilize each system topic.

- **Interactive Training Courses**
  - Interactive training courses take you step-by-step through different parts of the system, complete with knowledge checks and learning activities.

- **Knowledge Assessments**
  - Test your understanding after each training session by completing topic-specific quizzes designed to apply your knowledge to real Club Automation scenarios.

YOUR SUCCESS IS OUR PRIORITY.

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Self-Paced Training includes the following topics and MORE!

Topic	What You Will Learn	Suggested Participants
Automatic Notifications	Learn which notifications are available through SMS, email, and push notifications as well as which notifications can be sent to members/guests and staff providers.	**Marketing Managers, Membership Sales Directors and staff, and Service Providers**
Accounting Export Formats	Learn the various format options for exporting accounting data from Club Automation to the club's accounting software.	**General Managers, Controllers, Department Head, and/or other general Facility Administrators**
Communication Center Overview	How to send emails, pull mailing lists through both reports and event rosters, and how to use your SMS platform to communicate effectively with members and guests.	**Marketing Managers, Membership Sales Directors and Staff, and Service Providers**
Creating Packages	How to create packages for Group Activities and Sessions (tennis lessons, personal training, etc.) across departments, options for pricing, and which classes/providers/service the packages will apply towards.	**Service Provider, Department Heads and Department Managers**
Contracts, Agreement Terms, and Electronic Liability Waiver	How to create and update contracts, agreement terms, and electronic liability waivers to send waivers, track status, and capture signatures electronically.	**General Managers, Department Heads, and Membership Sales Managers**
Events - Group Activity Setup	Learn how to create group activity events across all departments. Create these drop-in style classes based on club offerings, book on the scheduler, set pricing tiers and payroll rates, and learn how staff and members/guests will register.	**Service Provider, Department Heads and Department Managers**
Events - Program Setup	Learn how to create program events across all departments. Create these events based on club offerings, book them on the schedule, set pricing tiers and payroll rates, and learn how staff and members/guests will register.	**Service Provider, Department Heads and Department Managers**

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Topic	What You Will Learn	Suggested Participants
Editing and Changing User Groups	Learn the functionality of user groups like memberships and add-ons; and the importance of managing user group updates for holds, cancels, renewals, upgrades, and downgrades, as well as updating billing settings.	**Front Desk Manager, Membership Sales Manager**
Member Portal Overview	Learn how the portal functions for club members/guests, review the features and options, as well as which functions can be customized to your club's preferences.	**Front Desk Manager, Membership Sales Manager**
Mobile App Overview	Learn how the app functions for club members/guests, review the features and options, as well as which functions can be customized to your club's preferences	**Front Desk Manager, Membership Sales Manager**
Refunds & Account Credits	Learn how to return items and issue refunds to a payment type or as account credit. Review how/when account credits apply on the user's account.	**Front Desk Manager, General Manager, Department Heads, and Controller.**
Sessions Types	Learn the functionality and importance of using session types to automate client fees and track provider payroll.	**Service Provider Department Heads, and Department Managers.**
Staff Accounts & Pay Rates	Learn how to create staff accounts, enter pay rates, and make updates to manage payroll.	**General Manager, Department Heads, Payroll Coordinator.**
Creating User Groups	Learn how to create user groups like memberships and add-ons for each of the club's offerings as well as how to assign the correct fee and billing rates for monthly or interval dues.	**Front Desk Manager, Membership Sales Manager.**
Creating Corporate Accounts	Learn how to create corporate accounts to automate membership discounts for corporate partnerships.	**Front Desk Manager, Membership Sales Manager**

Contact trainingpackage@clubautomation to learn more about additional courses included in Self-Paced Training!