



**ClubAutomation**

**Knowledge is power.**

**STRATEGICALLY TRAIN YOUR STAFF**

**Streamline your operations and reach your goals by educating your staff on how to use Club Automation to its full potential.**

## **SELF-PACED TRAINING SOLUTIONS**

Ensure your existing, returning, and new staff are up to date on Club Automation training and best practices. Our self-paced training package includes a variety of interactive learning materials for you and your staff to complete at your own pace.

**INCLUDES 12 WEEKS OF ACCESS TO:**

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

**SELF-PACED TRAINING PACKAGE: \$300**



Contact us at [trainingpackage@clubautomation.com](mailto:trainingpackage@clubautomation.com)!



## SELF-PACED TRAINING PACKAGE

You will receive a 12-week link to Talent, a learning management system that will take you and your staff through Club Automation topic-specific courses. 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.**

**Empower your employees to run your facility effortlessly  
and more efficiently.**



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## Self-Paced Training includes the following topics and MORE!

Topic	What You Will Learn	Suggested Participants
<b>Account Access</b>	The basics of Club Automation Account Access: Logging in for the first time, completing initial setups, steps for subsequent logins, and resetting your account password.	<b>All Staff Groups</b>
<b>Check-In Screen</b>	The importance of the Check-In Screen and how to utilize it, including how to access it, how to check in members and guests, and how to locate helpful information when a user checks in.	<b>Front Desk Staff</b>
<b>Childcare</b>	How to operate and manage the Childcare module through a review of childcare billing, authorized guardians, dropping off and picking up children and a review of the point of sale	<b>Childcare Staff Members, Childcare Directors, and/or Staff that interact with Childcare at the facility</b>
<b>Editing &amp; Changing User Groups</b>	The importance of accurately managing user group updates, as well as the steps to cancel and place a membership on hold, renew memberships, complete upgrades and downgrades, and update billing settings	<b>Marketing Managers, Membership Sales Directors and Staff, and Service Providers</b>
<b>End of Day Tool</b>	How to efficiently utilize the End of Day Tool, including how to access it, close out a shift, and read and reprint an End of Day receipt.	<b>New Front-End Staff Members, Front Desk Staff, Member Services Staff, and/or any user operating a station with a cash drawer</b>
<b>Event Management</b>	The importance of accurately managing your even registrations and rosters, as well as how to register participants for programs and manage rosters.	<b>Providers, Front Desk Staff, and Any Staff Who Manage Rosters</b>
<b>Payroll Overview for Providers</b>	How to access provider payroll, view private lesson payroll entries, view event payroll entries, and view time clock and adjusted payroll entries.	<b>Service Providers and Managers</b>

Topic	What You Will Learn	Suggested Participants
<b>Profile Overview</b>	The role profiles play in integration across key functions of the system in Club Automation, and the importance of accurately managing them.	<b>All Staff Groups</b>
<b>POS Overview</b>	How the POS works in Club Automation, including steps to access and use the POS; how to add gift cards, packages, and account credit; how to sell to a guest; and how to reprint receipts.	<b>Front Desk Staff, Anyone who uses the POS</b>
<b>Refunds</b>	Learn how to return funds for goods and services purchased by a user in CA.	<b>Management, Any Staff who are able to issue refunds</b>
<b>Schedule Management</b>	The importance of accurate schedule management, including the steps to book, edit, and cancel provider-based services in the schedule; how to apply packages and take payment for provider-based services; how to book, edit, and cancel reservations; and how to take payment for reservations	<b>Service Providers, Front Desk Staff, Managers, and any Staff who book appointments or reservations on the schedule</b>
<b>Membership Sales</b>	How to sell memberships correctly in Club Automation, and the importance of doing so accurately.	<b>Front Desk Staff, Membership Sales Staff, any Staff who manage memberships</b>

**Contact [trainingpackage@clubautomation](mailto:trainingpackage@clubautomation) to learn more about additional courses included in Self-Paced Training!**