

Anahata Yoga Studio Handbook

Anahata Yoga Management
April 2019

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Studio Operation

1.1 Studio opening procedures

- Switch on the lights on the 18/F, the air-conditioner, water heater, display monitor and staff computer at the reception
- Ensure the day's private class clients signing cards are pulled out and ready for signing
- Arrange the YTT certificates to be given to clients (Tuesdays)
- Unlock the entrance door

1.2 Studio closing procedures

- Prepare the Daily income report (sales) and to email to management
- Make sure the running number of the contract is mentioned in the email and to include the contracts which have been voided
- Settle the credit card transactions (Visa, Master, AE, etc)
- Close and lock all the studio doors
- Inform the cleaning staff to remove all the left-over slippers from the shoe shelf EXCEPT the VIP row
- Inform the cleaning staff to remove of any left-over towels in the shower area, studios and common area

1.2 Studio closing procedures (continue)

- Switch off the lights, air-conditioner, water heater, display monitor and computers
- Check out all the private class clients in the mind-body (If not able to check out, put a note in the daily sales report email)
- Clear all the contents in the daily lockers except the VIP room and monthly rental locker
- **Unlock the Entrance Door Key**

1.3 New guests procedures

- Smile and welcome the guest in a courteous manner
- Inform the sales staff to bring the guest for a tour of the studio
- Try to find out what is the purpose of their visit (membership / private or Teacher Training) and to inform the Sales person

1.4 Air Conditioner

- the building AC's working time are
 - .1 Mondays to Fridays 8.30 – 18:00
 - .2 Saturdays 8.30 - 13.30
 - .3 Sundays not working
- Anahata Yoga's own AC must be switched OFF during these time
- Anahata Yoga's own AC may be switched on outside of the above mentioned time ONLY

1.5 Studio inspection (non peak – afternoon)

- Check if any light bulbs need to be replaced and inform the Administration Assistant
- Remove all old and expired promotional display
- Check for left over towels, tissues, others and to inform the cleaners
- Ask the cleaning staff to replenish facial tissues, toilet paper, hair gel, cotton buds if necessary in the male and female changing room especially the VIP room
- Re-fill the incense burners and to switch off the AC in all studios which are not occupied (Studio A, B, C as well as private window and no window)

1.6 Weather conditions

- Typhoon
 - Signal 1 and 3 - studio will operate as normal
 - Signal 8 or above
 - Before or during operating hours, studio will temporarily cease operation.
 - If T8 is lifted any-time before 16:00 on Mon-Fri / 15:00 on Sat-Sun-PH, the studio will resume normal operation after 2 hours
 - If T8 is still not lifted AFTER the time above, the studio will remain closed for the day.

- Rain storm warning
 - Amber and Red rainstorm warning - studio will operate as normal
 - Black rainstorm warning
 - When hoisted before studio opening, the studio will remain closed until black rain storm is lifted
 - If black rainstorm is lifted before 16:00 on Mon-Fri / 15:00 on Sat-Sun-PH, the studio will resume normal operation after 2 hours
 - If black rainstorm is still not lifted AFTER the time above, the studio will remain closed for the day.

2. Check in and check out procedure

2.1 Existing members for group class

- Smile and greet the client courteously
- Ask for the Anahata Yoga membership card and if not available, any ID card (preferably with a photo)
- Ask which class(es) they are attending
- Swipe the membership card in the system and to make sure the client has a booking and is checked in
- If they are not booked, please make sure there is space available

- Check they have the package or will pay drop in
 - members with 4 / 6 / 8 classes per month
 - one class per day (if they want to do more than one class per day)
 - package of ten classes
- Give the client a locker key and a small hand towel
- Inform the client which studio the class will be in
- After the member finishes the class, obtain the locker key from the member and return their membership card

2.2 Existing members for private class

- Smile and greet the client courteously
- Ask for the Anahata Yoga membership card and if not available, any ID card (preferably with a photo)
- Ask which instructor they have the private class with
- Swipe the membership card in the system and to make sure the client has a booking and is checked in
- Give the client a locker key and a small hand towel
- Inform the client which private studio the class will be in
- After the member finishes the class, make sure the member sign off on the private card, obtain the locker key from the member and return their membership card
- Ensure the private class in the mind body system is checked out

2.3 New guests for trials

- all new guests must sign the Guest Orientation & Consultation Form before attending the class
- ensure teachers are informed of any health issues of guests prior to the start of the class
- obtain a ID card (HKID or card with their name & preferably with a photo) to put in the locker hole when providing the locker key and inform them it must be returned back when he/she leave the studio

2.4 Group class drop in

- Ask the client to fill in the guest form if it's their first visit
- Make sure there is a booking or space in the class they wish to join
- Collect their drop in fee and issue an official receipt
- Get a ID card to put in the locker key hole
- Inform the client which studio the class will be held in
- Inform the sales staff to bring the client to the studio and be ready after the class to brief the package information
- Once the client has finished the class, return the ID and get the locker key back

2.5 Private class drop in

- Ask the client to fill in the guest form if it's their first visit
- Check they have a private class booking with an Instructor
- Collect their private drop in fee and issue an official receipt
- Get a ID card to put in the locker key hole
- Inform the client which studio the class will be held in
- Inform the sales staff to bring the client to the studio and be ready after the class to brief the package information
- Once the client has finished the class, return the ID and get the locker key back

2.6 Class pass members

- Ask the class pass member(s) to fill in the walk-in form to confirm class attendance
- If it is their first visit to the studio, they must fill in the health / waiver disclaimer form (should they refuse, they will not be allowed to do the class)

2.7 Special promotional offer such as one week pass

- If any guests come in with a special promotional offer either by printed card, email or letter, please ask the IT/admin staff to check and to endorse the card/ email/ letter
- input the client details in the mind-body, after which allow the client to attend the class

2.8 Waitlist and standby procedure

- 10 minutes before the start of the class - drop-in clients or guests for trials are given FIRST priority
- For the classes which are full, please keep a physical waitlist in the event of late cancel or no show (those on the waitlist and are physically present at the reception)
- At the start of the class, if there are still space/mat available, those on the waitlist would be allowed into the class as per numbers of space available starting with the first, then second...on the reception waitlist
- When all those on the waitlist are in the class, those who were not on the waitlist would be allowed in as per standby register order
- One staff should stay at the entrance of the studio to check the signed in members, allow the waitlist & stand by members into the class as per their respective order

2.9 Peak hour additional manpower from office

- Write the class time and class type and members' name in a white marker board
- Ask one of the office staff / admin / instructors to help assist the reception
- After the peak hour, check the signed in clients and make sure all correct

3. Enquiry procedures and record into enquiry form

3.1 Phone in

As per the enquiry register, please ensure all the details such as name, phone number and email address of phone in enquiries are recorded properly with all new customer enquiries

Please note down the enquiry type such as group class, private class & teacher training

3.2 Walk in

When a customer visit the studio, please note the name, email address and phone number as per the enquiry register.

Please note down the enquiry type such as group class, private class & teacher training

3.3 Email in

When you are sent an email with class confirmation from the student, check for prior attendance records and then input the details in the mind body. Call the guest before the class to reconfirm the class timings and to confirm it is their first trial and that they have a valid HKID card for the free trial.

3.3 **Email in (continue)**

If any guests come in with a special promotional offer by email or letter, ask the IT staff to check / endorse the email/letter and to input the details in the mind-body, after which allow the client to attend the class.

3.4 **Complimentary trial**

For all first trial class offer, please check they have a valid HKID card as well as prior attendance record in the Mind Body system that they have not attended prior.

Only one free group class is given to one person unless prior approval is obtained by the management.

Please note there are NO free trial for Andiappan Yoga Classes

Ask the client to fill in the Guest Orientation & Consultation Form before joining the class.

4. Studio policies

4.1 Cell phone policy

Staff should refrain from using their cell phone and office computer for personal use during working hours.

Members are not allowed to talk the cell phone inside the studio before, during or after class. They can do so in the reception area and inside the change room.

4.2 Lockers policy

- Members must provide the membership card or an identity card to get a locker key
- Members are ONLY allowed to use the locker when they are physically present in the studio
- Members must return the keys when they leave the studio even for a break in between classes
- If members wish to leave things in the studio, they may rent a locker if available on annual basis
- Members are not allowed to keep the lockers for the whole day especially overnight use
- All daily lockers must be cleared and checked during the closing time

4.3 **No shoe policy**

- Members are NOT allowed to wear shoes when they enter the reception area or any of the studios
- Please remind / request guests and members to put their shoes in the shoe shelf / cabinet
- Shoes /Slippers left overnight will be removed and put in the big shoe bag at closing and kept there until collected
- When Anahata Yoga studio slippers run out, please ask the cleaner on duty to replenish the disinfected ones
thanks
- External shoes CANNOT be kept in the Ladies change room with the exception of VIP rooms or rental lockers

4.4 **Photo and video policy**

- Members are NOT allowed to take photos or videos of any group classes without prior approval from the management of the studio
- Photos and videos taken during private classes / teacher training and workshops are done with the management and teacher's permission only
- All staff are not allowed to take photos of any company records / company documents or customer information for any reason whatever

4.5 Towel Policy

- Guests / members are only allowed ONE small hand towel to take into the studio at any one point in time.
- Extra Small Towels will be charged HKD 5 per towel.
- The large towels are used strictly for showers ONLY and not to be taken into any of the studios

5. Studio usage policy

5.1 Group classes

- Do not let members enter the studio more than fifteen minutes before the class schedule
- All members should leave the studio within fifteen minutes after the class has ended
- Members are not allowed to use the studio for their own practice
- Members are not allowed to bring food or drinks except water into the studio
- Do not share the door codes of the studio with ANY members

5.2 Private classes

- Only members booked for private classes are allowed to use the private studio during their confirmed private class schedule
- Members are not allowed to bring food or drinks except water into the studio
- Instructors are allowed to use the private studio for self-practice when it is not occupied for the private class EXCEPT the 19/F private studio. Instructors should inform the reception staff before and after the use of the private studio
- When booking classes, instructors are NOT allowed to change the studios booked. All schedule/ studio requests from instructors should be directed to the Director of Yoga

6. Cancellation policies

6.1 Group class

Late comers

Members or guests are not be allowed to enter any studio holding a group class when they are late by five minutes or more after the class has been scheduled to start

Early cancel

Members must cancel their group class reservation at least three hours prior to the start of the class

Late cancel / no show

Members' package will be deducted if they do not cancel the booking with at least three hours prior notice to the start of the class or are absent for the class

If members fail to cancel their booking with prior notice more than two times, their online and phone booking privileges will be suspended for fifteen days

6.2 Private class

Private Class Cancellation

Members are required to cancel their private class at least three hours prior to the start of the class, otherwise their class package will be charged accordingly

Late / Punctuality

If the members come to the private class late, the class will NOT be extended and will complete as per the scheduled time and members will be charged for the original booking time.

Cancellation Policy

The management reserves the right to the make final decision on all policies including late cancellation and no show

Should a member wish to send in a comment, they have the option to do so via email (enquiry@anahatayoga.com.hk) or WhatsApp

6.3 Teachers' last minute

Teachers' last minute cancellation before the class

(within 60 minutes of the schedule class time)

- **If the class has less than 10 people,** inform the members about the next available class timings and should they wish to change, sign them in for the next class

- **If the class has over 10 people**

Step 1: check if any other teacher is available in the studio to cover the class

Step 2: call the full timers or part timers to ask where they are and if they are able to come to the studio within ten minutes

Step 3: If any private class teacher who is currently teaching at the studio, request the private class member to end the class and give her the option to attend the group class and to waive the cost of the group class as well as the private class which has been partially attended.

6.4 Teacher Training class

As all Teacher training classes are as per schedule upon registration, students are NOT able cancel or to reschedule without prior notice and approval.

All requests must follow the procedure set out. Students must fill in the request form and approval must be obtained, administrative fee paid to attend make up module / classes.

7. Studio Charges

7.1 Drop in fees for group classes

Class type	Fee amount	Please note
Adult group class drop in	HK\$ 350 per class	<ul style="list-style-type: none">• Issue receipt and to record it in the daily sales record• No need to fill in the contract
Kids group yoga drop in	HK\$ 250 per class	<ul style="list-style-type: none">• Issue receipt and to record it in the daily sales record• No need to fill in the contract

7.2 Drop in fees for private classes

Class Type	Fee Amount	Please note
Drop in private class with other instructors	HK\$1250 (60 minutes)	<ul style="list-style-type: none">• Issue receipt and to record it in the daily sales record• No need to fill in the contract
Drop in private class with Master Yogananth	HK\$2500 (60 minutes)	<ul style="list-style-type: none">• Issue receipt and to record it in the daily sales record• No need to fill in the contract

7.3 Private class additional fees

Additional fee per person (maximum two additional per class)	Members	VIP members
OTHER instructors	HK\$300 per hour per person	HK\$200 per hour per person
Master Yogananth	HK\$500 per hour per person	HK\$300 per hour per person

7.4 Locker Rental

HK\$1800 annual fee

(small locker in the Ladies change room)

7.5 Suspension fee

Please refer to clause 8 on suspension fee

7.6 Teacher Training retake fee

Once approval obtained to retake missed classes, an administrative fee of **HK\$500** would be charged BEFORE retaking the missed classes.

7.7 Request for early charge

A fee of HK\$500 would be charged to change the contract starting date.

7.8 Replacement membership card

A fee of HK\$100 would be charged to replace lost or damaged membership cards.

8. Suspension policy

8.1 Membership suspension with medical certificate

- Ensure the client signs the REVISED membership suspension form
- MUST provide a medical certificate together with the form for processing
- Suspension fee WAIVED when medical certificate provided
 - Must be submitted **WITHIN 30 days** of the medical certificate issuance

8.2 Membership suspension due to travel

- Fee for travel suspension is **HK\$200 per month** with one month being the minimum suspension allowed
 - Must provide flight ticket copy
 - Must be submitted BEFORE the starting date of the trip

9. Teacher Training group classes extensions

Please note when a Teacher Training graduate joins another Teacher Training within three months of the end of the first Teacher Training course, their uncompleted self-practice can be extended until the end of the new Teacher Training course

10. Reporting and sales

9.1 Procedure to complete a contract

- Take a new contract and remember to fill in the contract number in the contract register sheet
- Find out the client's mode of payment
- Fill in the appropriate details with client's name, email address, the package purchase, the starting date and ending date of the contract
- **Do NOT give any verbal promises to the client which is NOT as per the package guidelines in particular to package validity and policy on extensions**
- Explain to the client about the class booking and cancellation policies
- Take a photocopy of the client's contract copy and to attach it with the company's copy. Keep both in the sales folder for closing
- Write down clearly what package is sold to the client

9.2 Daily reporting

Include the following with the daily income report which is sent to the Management

- Number of walk in guests – check the register kept at the reception
- Phone in guests – check register at the reception
- Email in guests – IT staff will inform you at the end of the day or check asana CRM enquiry module to see the list of enquiries received for that day
- Pro-shop sales
- Total attendance of the students
- Absence for the day

9.3 Proshop sales

- Once the clients chose the product
 - Tonic products are labelled with the price
 - Other products such as books and yoga accessories, please check the product name and price on the retail product list
- Issue a receipt for the amount paid and to mention clients' name
- Record the client's name and the number on the receipt
- Place the back copy of the receipt in the daily sales records folder

11. Employee privilege

- All current Anahata Yoga employee are entitled to attend group yoga classes when spaces are available
- Peak time classes or Yogananth's classes – employees can standby in the event a space becomes available

12. NEVER do

Things Customer Service / Sales team should **NEVER** do including but not limited to the following:

- Delete or modify members' data or package in the mind body system.
- Delete members' attendance records, sales records in the mind body or physical records
- Destroy voided or damaged contracts
- Do NOT share the door codes of the studio with any members
- Share members' contact, personal data or financial information to any staff including instructors or other members
- Promise members of special offer and promotions which are not approved by the management
- Giving more than one free group or private trial class without the approval from the management.

- **NEVER do (continue)**

Things Customer Service / Sales team should NEVER do including but not limited to the following:

(continue)

- Giving any free products from the pro shop to anyone without prior management approval
- Contact members for personal reasons including lending or borrowing money
- Never quote the name of Directors for any reasons including selling packages
- Never share the contact information of Directors without prior approval