

## **The Dog “OM” (Operations Manual) (7 pages)**

- SDY Policies & Procedures
- SDY Mission
- SDY Core Values
- Why Core Values
- Studio Basics
- General Staff Policies
- Opening Procedures
- Closing Procedures
- Standard Studio Policies
- Return Policy
- Free Services Policy
- Appointment Cancellation Policy
- Workshop Cancellation Policy
- Customer Love
- People Interested in Working at SDY
- Studio Rentals
- General Owner/Manager Inquiries
- Special Student Requests
- Guidelines for Social Media
- Data Confidentiality
- Studio Usage

## **Owners Handbook (6 pages)**

- Other Owner Related Docs
- Open House
- Farmers
- Employee Laws
- Accounting Tasks
- Mission Bank
- Cash
- Deposits
- Change
- Credit Card Processing
- Transfirst
- Amex
- Quickbooks Tasks
- Online Banking
- Payroll
- Supporting Documents
- Posting Income
- Reconciling Bank Statements

- Relevant Reports
- Teacher Payroll Instructions
- Process It
- Complete It

### **Manager Details (5 pages)**

- Studio Manager Job Details
- Compensation & Perks
- Skills
- Working the Desk
- Primary Studio & Desk Management Tasks
- Ongoing / Daily Tasks
- Weekly Tasks / Reports / To Do's
- Monthly Tasks / Reports / To Do's
- Teacher, Massage, Acupuncture Liaison
- Facility Beautification
- Retail Tasks
- Marketing
- Create workshop in MB
- Create flyer
- Create Quarterly Schedule in MB
- New Teacher Orientation
- Sending Emails to Workshop Attendees

### **SDY Front Desk Policies and Procedures (42 pages)**

- SDY Front Desk Policies and Procedures
- Studio Basics
- Benefits
- Teacher and Staff Discount
- Teachers & Staff Get Free Classes
- Front Desk - Workshop Trade Offer
- Attendance Policies
- Personal Communications
- Pay Dates
- Desk/Boutique Opening Procedures
- Desk/Boutique Closing Procedures
- Daily Tasks
- Cleaning Checklist Details
- Other Daily Tasks
- Info Email
- Canned E-mail Responses
- General Customer Inquiries
- Workshop Requests
- Retail Inquiries

- Donation Requests
- New Teachers
- New Desk Staff / Massage Therapists
- Emergency Plans
- No Massage Sheets
- Teacher No Show
- Fire Alarm Battery Out
- Power/Internet Outage
- Computer/Hardware Issues
- Fire
- Flood
- MINDBODY - The Basics
- Signing-In Classes
- Taking Payments & Selling Items
- No Comp Sales Please
- New Clients Procedure
- Signing In Workshops
- Unpaid in Class Sign-In Page are a No-No
- Online Sign-Ups
- Contact Logs and Alerts for the Out of the Ordinary...
- MINDBODY - Digging Deeper
- Membership Cancellations (Terminations)
- Membership Suspensions (Freeze)
- Expired Class Card Policy
- MINDBODY Bucks (or Corporate Bucks)
- Reward Points
- Gift Cards - How to Sell Them
- Selling Gift Cards in Person
- Selling Gift Cards in Consumer Mode
- Gift Cards - How to Redeem Them
- Pay For Another Client
- Shares Series
- Retail Returns
- Standard Studio Policies
- Customer Love Mantras
- Intro Offer Policies
- Membership Policies and Procedures
- Early Cancellation Policy
- Student Tardiness
- Teacher Tardiness
- Greetings and Signing In
- Teacher & Staff Referrals
- Subs Get Discounts
- New Clients
- Yoga Advisor and Extra Newbie Love
- New Client E-Mails (Everyone Gets These)

- Intro Offer E-Mails & Calls
- Yoga Advisor Phone Call Procedure
- Yoga Advisor Call Script/Process
- Yoga Advisor E-Mails
- Monthly Retention E-Mail
- Retail Special Orders
- Process New Retail Inventory
- Donations
- Massage Supplies
- Sheets
- SLO Green Clean
- Diamond Way Ayurvedic Oils
- Other Massage Supplies
- Save a Tree - Print in B&W

## **Teacher Policies & Procedures (15 pages)**

- Teacher Handbook (Policies & Procedures)
- Weekly Class Commitment
- All About Subs
- Last Minute Sub Requests
- No Call, No Show
- How To Request a Sub
- Excessive Days Off
- Studio Care (NEW)
- Communications w/Students
- Class Payrates
- Workshops
- Payrates
- WS Teacher Responsibilities & Expectations
- Workshop Process
- Timeliness
- Teacher Perks
- Kids in Yoga Classes
- Private Yoga
- Love The New Yogis
- Non-Compete Guidelines
- Studio Setup (New)
- Studio 1 Setup Pics
- Empty Classes
- Studio Keys & Alarm Codes
- Teacher Opening Procedures
- Teacher Closing Procedures
- An Effective, Inspired SDY Yoga Class
- Rough Timeline

- Classes are ritual sadhanas
- Open Class with Meditation, Pranayama, & Warm Up Postures
- Walk around while teaching
- Hands on adjustments are crucial
- Om
- Namaskars
- Sequencing
- Healing Shavasana
- Bhava or feeling mind
- Evolution
- Integration
- Energetic Alignment
- Collective Flow
- Conclusion

## **Bodywork Policies and Procedures (12 pages)**

- Bodywork Policies and Procedures
- General Staff Policies
- Opening Procedures
- Closing Procedures
- General Policies
- Communications w/Students
- Timeliness
- Therapist Perks
- The Phrase That Pays
- Massage Sales Inspiration
- Non-Compete Guidelines
- Supplies
- Treatment Room Setup
- Late Cancel / No Show
- No Payments
- Discounts / Pricing
- Studio Keys & Alarm Codes
- MINDBODY - Appointment Basics
- To Update Available Times in MB
- Booking Appointments
- New Client Procedure
- To Book An Appointment in MB
- To Check-Out a Massage
- Taking Payments & Selling Other Items
- Contact Logs and Alerts for the Out of the Ordinary...
- Staff Alerts
- Conclusion