**Operations Manual**

• 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**

• 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**

• 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

**Front Desk Policies and Procedures**

• 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

• Unpaids 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**

• 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