KEV'S GYM

Your First Class & Admin

Training After On-Boarding

KEV'S GYM

You made it!

Congratulations! 🎉 You've officially completed the onboarding process—now it's time to start teaching and making a real difference in the lives of seniors in your community.

The following slides will walk you through everything you need to know **before, during, and after your first class** to ensure you're fully prepared and confident.



KEV'S GYM

Preparing for your first class

To help you prepare for your first class, we encourage you to explore our **YouTube channel**, where you'll find a wide variety of exercise ideas and inspiration from our network of experienced trainers.

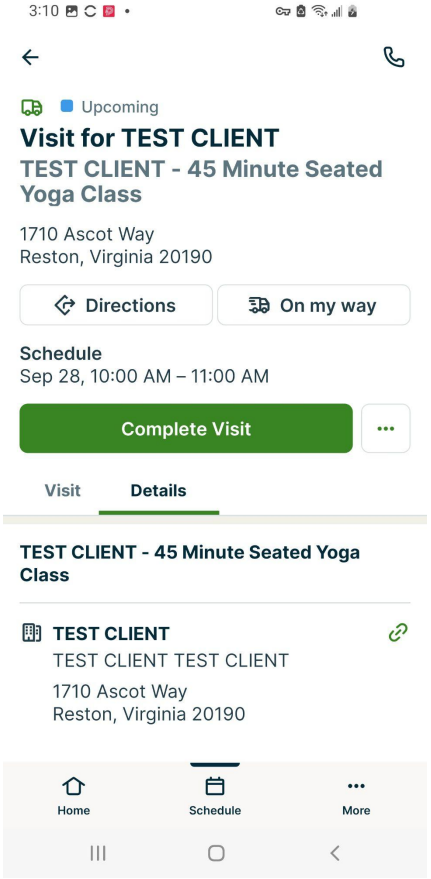
In addition, please review our **Senior Fitness Class Guidelines** for expert tips and best practices on designing and delivering an outstanding class experience.



Traveling to your class

Before traveling to your first class, **check your appointment in Jobber** to review the location and instructions. Jobber will provide key details such as the **type of class you'll be teaching**, **student information**, and important **administrative notes** (parking, point of contact information, etc.).

If you need additional support using Jobber, please refer to the **Jobber Training Manual** by clicking this link.



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Before your class begins..

1. Start by **introducing yourself with enthusiasm and energy**—your positivity sets the tone for the entire session. Briefly explain what the class will include so participants know what to expect.
2. **Example Introduction:**
   "Hi everyone! I'm [Your Name]. Is anyone new today? Great! We're going to focus on XYZ today—ready to get started? Let's go!"
3. Once introductions are complete, jump right in and **deliver an amazing class**. **You've got this—go make it great!**



During your class..

1. **Know Your Audience** – Adapt your class to meet the unique needs of each group. Review the "Information About Our Clients" presentation to learn more about the different communities we serve.

2. **Bring Positive Energy** – This is your chance to brighten their day! Bring your best energy—and music, too—to make the session lively and fun.

3. **Keep It Simple & Fun** – Be patient, stay seated when needed, and provide plenty of encouragement throughout.

4. **Remember Our Mission** – We're here to inspire people of all ages and backgrounds to live happier and healthier lives through fun, educational, and friendly fitness experiences.



During your class..

1. **Ask for Permission** – Check with the Activities Director to see if you can take a photo of yourself teaching the class. Always ensure that everyone in the photo has given their consent before taking pictures.

2. **Promote & Grow** – Photos and videos of your classes may be used to highlight you on our website and social media, helping to promote your work and grow our brand.

3. **Learn About Extra Opportunities** – Explore the **"**Additional Paid Opportunities**"** presentation to see how you can expand your impact and earnings.



After your class..

1. **Connect & Encourage (1–2 min):** Chat briefly with the group to build rapport. Ask for quick feedback, learn names, and offer positive encouragement.
2. **Suggested Closing Line:** “Thank you all for being here—you did a great job! I can’t wait to see you next week!”
3. **Check In with the Activities Director:** Ask for their feedback, let them know you enjoyed teaching, and confirm the next class.
4. **Mark Complete in Jobber:** Open the appointment and **mark it complete** to keep billing and records accurate.
5. **Share Media for Social:** Email photos and video (YouTube link is great) to **socialmedia@kevsgym.com**.



KEV'S GYM

Get ready for your next class!

Great work! 🎉 You did it — you've successfully completed your first class! Now you're ready to **take what you've learned and repeat the process with your next class**. Keep up the amazing work and continue making a positive impact!



Administrative Information

E-mail Communication

scheduling@kevsgym.com: For anything **scheduling-related**: class times/locations, cancellations (sickness or inclement weather), vacation requests, sub coverage, rescheduling.

payroll@kevsgym.com: For **billing and payroll** questions: invoices, payment status, rate clarifications. Please click here to learn more about how to get paid.

careers@kevsgym.com: For **onboarding / recruitment / contractor** matters: paperwork help, moving on to other opportunities, referring friends.

support@kevsgym.com: Use this email address for **instructor support–related questions**. This includes anything that helps you succeed in your role but doesn't fit under scheduling, payroll, or recruitment.

socialmedia@kevsgym.com: Send **photos/videos** from classes for website and social promotion.

Administrative Information

If you need to cancel an appointment, **please provide at least 72 hours' notice** by submitting a request via this link.

If you become sick the morning of your appointment or experience another emergency that prevents 24 hours' notice:

1. **Call the client** directly (contact information can be found in Jobber).
2. **Text us** at **(571) 206-8538**.
3. **Email us** at **scheduling@kevsgym.com** immediately.

Administrative Information

Inclement Weather Policy

If you are uncomfortable driving in snow or other inclement weather and need to cancel a session:

- **With less than 24 hours' notice:**
  Please call the client directly to inform them of the cancellation, and email **scheduling@kevsgym.com** to notify us.

- **With more than 24 hours' notice:**
  Please submit a time-off request using this link.

Administrative Information

“No one showed up for my class!”

If no participants are present for your class:

1. **Notify On-Site Staff** – Let the receptionist know and try to reach the Activities Director (contact info available in Jobber).
2. **Wait Briefly** – If you cannot reach anyone and no participants arrive, you may leave after **15–20 minutes**.
3. **Inform Kev’s Gym** – Email **scheduling@kevsgym.com** to report the attendance issue.
4. **Mark Complete** – Mark the appointment complete in Jobber.
5. **Bill as Usual** – Remember to bill Kev’s Gym for the appointment at the end of the month.

Administrative Information

Client Communication

- **Scheduling Changes** – If a client wants to change the schedule or frequency of bookings, kindly direct them to email **support@kevsgym.com**. Do not make changes yourself.
- **Payments** – Never accept payment directly from the client. All payments must be processed through Kev's Gym.
- **Administrative Issues** – Avoid discussing scheduling, billing, or other administrative matters with residents and client. Refer them to Kev's Gym instead.
- **Sales** – Do not sell any products or services (including personal training, merchandise, etc.) directly to residents.
- **Professionalism** – Always maintain a courteous and professional tone with clients. Treat every interaction as a representation of Kev's Gym's values.
- **Client-Centered Approach** – Remember: the client is always right—listen respectfully and act promptly within Kev's Gym's policies.

Administrative Information

Personal Training

If a resident asks about one-on-one personal training:

1. **Collect their info** – full name, phone number, email, community name.
2. **Send details to scheduling@kevsgym.com**.
3. **We'll handle the rest** – The scheduling team will confirm whether personal training is permitted at the community. If approved, they will coordinate the schedule and set up billing.

Important:

- Do **not** quote rates, accept payment, or schedule sessions yourself.
- Keep the conversation professional and brief; direct all follow-ups to Kev's Gym.

Suggested response:
"Thanks for your interest! I'll pass your contact info to our scheduling team at Kev's Gym so they can confirm availability, community approval, and next steps."

Administrative Information

Social Media

1. **Submit Media** – Send a **photo and/or video** of you teaching the class, along with the **name of the community**, to **socialmedia@kevsgym.com**. *(Videos should be shared as a YouTube link.)*

2. **Obtain Permission** – Before taking or submitting any photos or videos, confirm with the **Activities Director** that we have permission to post on social media and our website.

3. **Learn More** – For additional details on earning extra income through content creation, review the **“Additional Paid Opportunities”** presentation [at this link].