

# Teacher Training Guide: Studio Systems at Dragonfly Dance

## 1. Purpose

Clear and consistent communication is essential for our team to run smoothly and stay connected. This guide outlines where to find information, how we communicate as a team, and what channels are being phased out.

The guide is designed to help you confidently navigate the systems and procedures that keep our studio running smoothly. From communication tools to welcoming new students, we want you to feel supported and clear on expectations so you can focus on what you do best—teaching and inspiring adults through dance.

## 2. Overview of communication

Face to face meetings form an important part of our communication and collaboration.

It is also necessary to have communication between meetings, and having effective between meeting communication will mean we can use our time together for more collaboration, discussion and training, rather than administrative issues.

Our communication includes:

Quarterly full team meetings	<ul style="list-style-type: none"><li>• 3 hour, face to face meeting</li><li>• scheduled in advance to minimise conflicts of interests</li><li>• all team members are expected to attend unless there is a valid reason</li><li>• if unable to attend in person, phoning in is better than not attending</li></ul>
Communication between meetings	<ul style="list-style-type: none"><li>• New primary channel will be Whats App</li><li>• Supported by pigeon holes, email and the team hub webpage)</li></ul>
Quarterly check ins	Includes: <ul style="list-style-type: none"><li>• completion of progress checklists</li><li>• summary progress report</li><li>• plan for next quarter</li><li>• one-on-one meetings with the studio owner</li></ul>
Before and after class checklists	Laminated checklists that you can write on with a whiteboard marker: <ul style="list-style-type: none"><li>• Opening and closing the studio (kept at the reception desk)</li></ul>

	<ul style="list-style-type: none"> <li>• Before and after each class (kept in each studio)</li> </ul>
Mindbody	As well as being a booking system, Mindbody is a communication tool in that it tracks student attendance and you can use it to access information about students to help you fulfil your role
Welcoming new dancers	Our welcome procedure includes a 5 stage sales process Teachers play a vital role in welcoming new dancers and sharing information with the Business Services team to help them convert enquiries into members
Who to go to for what	

This communication framework supports our Operational Plan Pillar 2: Aligned Team by:

- addressing **Priority 2: Effective Communication** and
- delivering on Initiative **2.1.1 – Improve Team Communication.**

### 3. Quarterly full team meetings

---

We hold a Quarterly Team Meeting once every three months. These meetings are a key part of staying connected as a team, sharing information, and developing our teaching practice.

#### When

- Dates are set well in advance to help you avoid clashes.
- Meetings currently run on a Tuesday from 11am to 2pm (3 hours).
- Dates are published on the Team Hub web page and will be a pinned post in Whats App announcements

#### Attendance

- All team members are expected to attend.
- Face-to-face attendance is required unless there is a compelling reason why you cannot attend in person. If you genuinely cannot be there, you may join by video call — again, only if there's a compelling reason.
- Please communicate early if there is a genuine reason you cannot attend or call in.

#### Purpose

Because teachers often work different shifts, it's possible to go months without seeing each other in person. Quarterly Team Meetings are an opportunity to connect with your colleagues, share experiences, and feel part of the bigger Dragonfly Dance team — helping reduce the sense of isolation that can come from teaching solo.

- Share important updates and information.
- Discuss ideas, challenges, and improvements.
- Participate in training and professional development.
- Build connection and community among the teaching team.

#### Responsibilities

- To attend meetings, or if not possible to phone into the meeting. If unable to do either of those, to listen to the meeting recording and read team minutes
- To ensure you have put all meeting dates in your calendar/diary and set with reminders
- To follow through on any actions or decisions agreed during the meeting, without needing to be reminded or prompted
- Prepare for the meeting by reviewing the agenda and any pre-reading (if applicable)
- Participate in discussions and take notes of any key information you need or any actions/follow up allocated to you

## 4. Communications channels between meetings

Going forward, our **key communication channel between meetings will be Whats App.**

This will be supported by:

- Resources available on the **Team Hub web page** ([www.dragonflydance.com.au/team-hub](http://www.dragonflydance.com.au/team-hub))
- **Email** for more formal or extensive communications

### Outline of channels and meetings

Channels (between meetings)	WhatsApp	Primary Channel
	Email	Official, personal/sensitive, or more lengthy communications only Whats App notification will be sent if an email is sent
	Pigeon hold	Physical communications, eg welcome packs to give to students
	Team Hub	web page containing online resources, such as policies & procedures, curriculum/syllabus documents, progress checklists)
Meetings	Full team meeting	Quarterly
	One on one meetings	Quarterly
	Dance style meetings	TBC

#### 4.1 WhatsApp (primary channel)

WhatsApp will be our main day-to-day communication tool. This will replace previous communication via Facebook group, Facebook Messenger, and SMS.

##### Key points

- You'll be added to or invited to join the *Dragonfly Dance Teachers Community*.
- Within the community, you'll find multiple groups for different communication purposes
- All monthly updates, reminders, and time-sensitive changes will be posted here.
- Please ensure notifications are turned on for Announcements.
- You must read all updates and respond with a 👍 or emoji or comment to confirm.
- You will receive a WhatsApp message if an important email has been sent (or if a message is directed to you individually).

##### Dragonfly Dance Community

A Dragonfly Dance Community has been setup.

Within that community there are several community groups which will be used for different purposes.

Group		Purpose
Announcements		For important updates (only admins can post)
Dance style chats	All	For conversations and information about the dance styles, syllabuses, teaching methodology, meetings etc.
	Ballet	
	Jazz	
	Contemporary	
	Tap	
Business Services		Key channel for communication between teachers and Business Services
Class Covers		Dedicated place to find a cover for your classes if you will be away
Showcase		Dedicated channel for conversations related to the Student Showcase

### Getting set up

Step	Details
1 Download the WhatsApp app	visit <a href="https://www.whatsapp.com/coronavirus/get-started">https://www.whatsapp.com/coronavirus/get-started</a> for guidelines)
2 Join the Dragonfly Dance community:	<ul style="list-style-type: none"> <li>Use your real name as your WhatsApp display name for clarity</li> <li>Either accept the invitation sent to you or join via this link <a href="https://chat.whatsapp.com/IYYzhce7rz5EFQodgPavu5?mode=act">https://chat.whatsapp.com/IYYzhce7rz5EFQodgPavu5?mode=act</a></li> </ul>
3 Join the groups that are relevant for you	<p>The groups are:</p> <ul style="list-style-type: none"> <li>Announcements</li> <li>Business Services</li> <li>Class Covers</li> <li>Showcase</li> <li>The dance style you teach (eg ballet, contemporary, jazz, tap)</li> </ul>
4 Setup your notifications	<p>You can setup notifications for the different groups individually (which means you can have notifications turned off for other Whats App messages, or groups within our community that aren't relevant to you.</p> <p>Please ensure you do have the notifications setup for Announcements, Class Covers, Business Services , All</p>

	<p>teachers, and Showcase, as well as the dance styles you teach.</p> <p>How to setup notifications for a group:</p> <ul style="list-style-type: none"> <li>• Open the group chat (eg Showcase)</li> <li>• Tap the name of the group (top of chat thread)</li> <li>• Tap <b>Notifications</b></li> <li>• Tap <b>Notify for</b> to choose which notifications you'd like to receive <ul style="list-style-type: none"> <li>• Select <b>All</b> to get notifications for every group message</li> <li>• Select <b>Highlights</b> to only get notifications for mentions, replies, messages from contacts, and other relevant messages</li> </ul> </li> </ul> <p>Note: you can <b>enable and disable Do Not Disturb</b> mode in your phone settings</p> <p>More info on notifications is available at <a href="https://faq.whatsapp.com/797069521522888/?helpref=search&amp;cms_platform=web">https://faq.whatsapp.com/797069521522888/?helpref=search&amp;cms_platform=web</a></p>
--	--

### Group norms

- Respond to studio messages within 24 hours unless it's clearly an FYI.
- Keep chats relevant to the group topic.
- Use pinned messages to find key docs and links.
- If you're unsure which group to post in, check with Jo

### Whats App updates

#### Ad hoc updates

Some updates may be time-sensitive and require quick communication. These will be shared as needed in the relevant WhatsApp groups. Examples include:

- Class cancellations or room changes
- New students or important notes about regulars
- Showcase or event updates
- Changes to procedures or policies

Please check WhatsApp regularly and ensure notifications are enabled for important groups.

We recognise that you need to be able to disconnect, but this also needs to be balanced with the need to communicate with the team.

## Monthly updates

You will also receive monthly update via the WhatsApp *Announcements* group. This will include:

- Key reminders (eg admin deadlines, policies)
- New or updated procedures
- Notices about upcoming events or studio priorities
- Any action items (eg submitting reports, costume planning etc.)

These updates will allow us to keep quarterly meetings focused on discussion, feedback, and teacher development—not admin.

## Your responsibilities

It is your responsibility to:

- be aware of when communications are sent
- to read and the acknowledge communications that are relevant to you
- to respond within reasonable timeframes
- to be proactive if you are unable to meet a deadline or other responsibility and communicate with the Studio Owner to request a revision.

## 4.2 Email (form and longer form communication)

Email will be used for:

- Contracts and formal documentation
- Personal or sensitive topics
- Matters requiring attachments or detailed instructions
- You'll receive a WhatsApp alert whenever an email is sent:
  - Group emails will be announced by the Announcements group
  - Individual emails will be announced by a direct WhatsApp message

## 4.3 Pigeon holes

- Each teacher has a pigeon hole (located in the kitchen area)
- Check your pigeon hole every time you come into the studio
- Pigeon holes will be used for welcome packs for new students, information to hand out top dancers (eg fliers, invoices etc)
- New students
  - If you have a new student in your class, a welcome pack will be placed in your pigeon hole with a note attached giving you background information.
  - There is space on the note for you to share information with Business Services to help them with the follow up and increase the chances of the dancer becoming a member and ongoing client.

## 4.4 Team Hub web page

The Team Hub is your central portal for links to key documents and forms (eg induction handbook, policies and procedures, curriculum/syllabus documents, progress checklists, time off form etc.

[www.dragonflydance.com.au/team-hub](http://www.dragonflydance.com.au/team-hub)

Bookmark it for quick access

## 4.5 Channels we will no longer use

To reduce confusion, the following platforms are being phased out:

- **Team Facebook Group** – no longer in active use but still accessible for past posts
- **Facebook Messenger** – not used for work-related communication
- **SMS/Text Messages** – only used in exceptional circumstances (eg urgent contact or if there is no response to a WhatsApp messages or email)

## 5. Quarterly reporting and planning

---

### Purpose

Having a regular rhythm of communication helps us to create a better experience for our dancers and teachers. It helps to keep things on track, make sure we are working towards shared and strategic goals. I also hope that it helps teachers feel connected to a team, rather than working in isolation.

The process helps ensure I am aware of what is happening in the studio so I know how your classes are progressing, what you have planned for the coming quarter, any challenges you may need to talk through, and what you've achieved that you are proud of.

### Process

There are four key elements to the quarterly reporting and planning process, which are summarised in the table below. There is more detail on each element further down.

Progress checklist	<ul style="list-style-type: none"><li>• The progress checklists help ensure the timetable, level descriptions, and student pathways accurately reflect where each class is really at.</li><li>• Each teacher updates a progress checklist to demonstrate how the class is progressing through the syllabus</li><li>• The checklist is intended to be cumulative, so each quarter you copy the previous checklist and update it to reflect what you've worked on with your classes in the last few months and what they have achieved.</li><li>• The progress checklist is mapped against the curriculum, making it a easy to use resource so teachers can quickly review what they've covered, what is still be covered, and what might need to be revisited or consolidated</li></ul>
Summary of progress report	The Summary of Progress Report more descriptive than the checklists, and gives an overview of progress made in the last few months
Plan for coming quarter	An outline of what the teacher plans to cover in the next quarter, including a focus, goals or objectives, anticipated learning outcomes, and intended progress on the level (according to the syllabus)
One on one meeting	I meet with each teacher for a fairly informal conversation which is as much about connection and developing our working relationship as it is about reporting on progress and plans.

### Timeframes

What	When
------	------

A quarter lasts 3 months	<ul style="list-style-type: none"> <li>• Quarter 1 – January to March</li> <li>• Quarter 2 – April to June</li> <li>• Quarter 3 – July to September</li> <li>• Quarter 4 – October to December</li> </ul>
Quarterly reports <ul style="list-style-type: none"> <li>• progress Checklists</li> <li>• progress summary report</li> <li>• plan for next quarter</li> </ul>	Due 2 weeks after the quarter ends
One on one meetings	<ul style="list-style-type: none"> <li>• Spread throughout the quarter</li> <li>• Scheduled in the first month of the quarter</li> </ul>

## Progress checklist

### About the checklists

The progress checklists

- are tools for tracking how each class is progressing through the curriculum content for their current level
- are essentially a list of skills (especially vocabulary and named movements) that are to be achieved in that level which you check off as they are covered and mastered
- break the curriculum down into clear categories and steps, with space to record the class's status for each skill or concept

Note: you need to complete a separate checklist for each class you teach (even if they are the same dance style or level)

### Accessing, completing, and submitting checklists

- Available for download on the Team Hub webpage ([www.dragonflydance.com.au/team-hub](http://www.dragonflydance.com.au/team-hub)) in PDF and Word format.
- You can type directly into the Word version, whereas you may prefer the PDF if you don't have Word and prefer to handwrite
- Email completed checklists to me at [jo@dragonflydance.com.au](mailto:jo@dragonflydance.com.au) (handwritten checklists need to be scanned or photographed and emailed)

### Tips for Filling in the Quarterly Progress Checklists

The checklist covers the current level for your class, but remember:

- You'll often draw on content from earlier levels to build skills and reinforce foundations.
- When planning, refer back to earlier levels to ensure students are consolidating and reviewing as needed.
- Use the progress codes shown in the table below to indicate progress

Status	Description of status	Stage of learning
Blank	If you haven't yet taught this skill, leave it blank	Unconscious Incompetence

Introduced	You have taught the skill for the first time, and students are therefore in the early stages of learning	Conscious incompetence to conscious competence
Consolidated	The students are strengthening the skill, perhaps in more complex combinations, at different tempos, with variations in rhythm and dynamic range	Conscious competence
Reviewed	You have revisited something that hasn't been covered for a while to refresh skills and ensure retention	Conscious competence
Mastered	Students can do it consistently, with good technique, without reminders, demonstration or needing to follow someone else	Unconscious competence

Stage of learning explained:

Stage	Description
Unconscious incompetence	They don't know how to do it and aren't aware of what's involved.
Conscious incompetence	They know what's needed but can't yet do it well or consistently.
Conscious competence	They can do it correctly but still have to think about it.
Unconscious competence	They can do it automatically, with quality and expression. Mastery usually aligns with <i>unconscious competence</i> — but check that all elements of the skill meet that standard before marking it as mastered.

## Progress summary report

The Progress Summary Report complements the Progress Checklist by adding the *story* behind the data. It helps me understand not just what you taught, but how the class responded and what's next.

I want it to be something that is fairly quick and easy for you to do. You need to write a short summary for each class you teach, but you can combine them into one report so you can cover any trends that you see happening across your groups.

It's only a couple of paragraphs that summarise:

- What you focused on over the quarter
- What was achieved

- Any relevant details about class dynamics
- Behaviour or engagement concerns (especially if a student seems to be becoming disengaged)
- Students progressing at a different rate to most of the class (either more advanced or struggling to keep up)

This doesn't need to be formal or use technical language — just write it in your own words, making sure you touch on the points above. The aim is to give a clear, real-world picture of how your class is tracking.

### Plan for next quarter

A short outline of what you aim to focus on in the next quarter and what you hope to achieve. It may include things like:

- completing particular elements of the level of sub-level
- focusing on an element of technique, musicality, memory, artistry

### Quarterly one-on-one meeting

The one-on-one meetings will be spread out over the quarter, but they will be scheduled early in the first month of the quarter.

The meeting length will vary depending on how many classes you teach, but we will aim to keep them between 30 to 60 minutes.

The meetings are paid at your administrative rate. You will need to invoice (email to [accounts@dragonflydance.com.au](mailto:accounts@dragonflydance.com.au) and cc [jo@dragonflydnace.com.au](mailto:jo@dragonflydnace.com.au))

Meetings can be in person or via WhatsApp video.

We will use the time for a fairly open conversation that is a two-way exchange, such as:

- Any support or training that will help you fulfil your role or progress your career/aspirations
- Any challenges or issues you'd like to talk through
- The things that are going well (let's celebrate that)
- Any feedback I have for you
- Discussion of any changes to your teaching schedule
- Whether the class level needs to be updated to reflect progress
- How the class capacity utilisation is going for your class (ie how many places in class are filled compared to the capacity of the class)

After the meeting, I'll email you a summary of key points (including any actions you or I have agreed to). It is your responsibility to follow through on any changes or actions you've committed to without needing to be prompted.

## 6. Before and after class checklists

It can be easy to forget something when you are teaching and juggling the responsibility for the class, communicating with dancers. For this reason, checklists have been developed to help you stay on track and not miss something important that may create a risk or unnecessary expense, or detract from the client experience.

The checklists are laminated, and you can write on them with a whiteboard marker (attached to the checklist) so you don't lose track of what you've done.

They will also be available in Whats App and the Team Hub webpage.

### Opening and closing the studio

- You will use these if you are teaching the first or last class of the morning, evening, or day
- They are located at the reception desk
- Once you've completed the checklist, take a photo and post in the Whats App Business Services group

Before class	After class
<ul style="list-style-type: none"> <li>• On arrival               <ul style="list-style-type: none"> <li>• Return key to lockbox (if you use it)</li> <li>• Turn on lights and heating in all areas</li> <li>• Check the check in tablet is on and correct classes displayed</li> </ul> </li> <li>• 15 minutes before classes start               <ul style="list-style-type: none"> <li>• Turn open/closed sign around to Open</li> <li>• Open studio doors</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Turn off check in tablet and place back in office on charger</li> <li>• Check all lights and air conditioners are off</li> <li>• Check all windows are closed</li> <li>• Check no-one is left inside the building, including toilets</li> <li>• Turn the open/closed sign around to Close</li> <li>• Lock front door as you exit</li> <li>• Return key to lockbox (if using it) and scramble the code</li> </ul>

### Teacher checklists

- All teachers will use these at the start and end of each class
- They will be located in each studio

Before class	After class

<ul style="list-style-type: none"><li>• Check pigeon hole</li><li>• Check Mindbody app for:<ul style="list-style-type: none"><li>• first visits</li><li>• unpaid bookings</li><li>• Just before you start the class, check that everyone in the room has checked in</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Send screenshots from Mindbody to Business Services group in Whats App</li><li>• Complete feedback or background information on anyone using the 2 for 1 pass</li><li>• Any relevant information about<ul style="list-style-type: none"><li>• your class</li><li>• the venue (eg hazards, something not working, missing items)</li></ul></li></ul>
---	---

## 7. Mindbody

Mindbody is our online booking and client management system. It's where we track new enquiries, trial students, class bookings, memberships, payments, and student alerts (like unsigned waivers or medical notes).

### Accessing Mindbody

- Each teacher has a staff profile and login.
- You can access it via the **Mindbody Business App**
- Download it from the **App Store** (Apple) or **Google Play** (the one with the black icon and green M)

If you have any issues downloading, logging in, or navigating the app, **contact Business Services immediately**. It's essential that all teachers can confidently use this system. You can use the Mindbody app to get to know the names of people in your class, verify that everyone has been checked into class, check people into class, add a new person to your class list, verify waivers and alerts, see if you have any 'first time visits' in your class, and even take credit card payments via your mobile.

### Understanding the screen layout and finding what you need

When you open the app, you will usually be shown the Schedule screen, which shows:

- Top menu with icons
- **Days of the week** (top row shows the day name, and second row shows the day date)
- **List of classes** – left column shows **times**, separate columns for each **teacher**
- Bottom menu with icons, such as **Schedule, Retail, Clients** etc

### Schedule screen

The schedule screen is where you will access the list of people booked and checked into class.

Information you can access	How to access
See who is booked into class	Tap on any class
See times earlier or later in the day	Swipe up to see later times Swipe down to see earlier times
See classes on a different day of that week	Tap on the letter for that day
See classes on a different week	Touch the day menu: Swipe left to go forward a week Swipe right to go back a week

### Class screen

When you tap a class to open it, you will see:

Top strip	< icon on left – tap to go back to the Schedule screen + icon on right – tap to add someone to the class	
Header	Shows a photo of the teacher, the class name, time, date, and teacher	
Booked and Unpaid tabs	<b>Booked tab</b> The tab itself shows the number of people booked and class capacity, eg 15/20 Under that is another narrow strip where you can choose how to display your list, you can sort by Time booked (default) First name Last name Signed in (also means checked in) and the number of people who are signed in Not signed in (and the number of people booked but not signed in)	
	<b>Unpaid tab</b> This will list any clients who are booked but haven't paid for their class (or the payment they have made has not been allocated to that class for some reason)	
Main section of booked tab	Column 1	'Check in' status <ul style="list-style-type: none"> <li>• Green circle with a white tick means the client is checked in</li> <li>• Outline of a circle means the client is not checked in</li> <li>• You can tap the circle to check someone in</li> </ul>
	Column 2	Client initials or photo (if a photo has been added to their profile)
	Column 3	Client full name, payment method, number of classes available, and expiry date
	Column 4	Ellipse in a circle which you can tap for various actions (such as cancelling the booking, paying for an unpaid class, contacting the client)

## Icons

There are various icons that you may see near a client name that indicate information of that action is required:

	Tap the + (plus) icon from a class or course sign-in screen to register a client. <b><i>Located at top right of screen</i></b>
---	---

	<b>Action: Tap to add someone to your class list who has not booked</b>
	<p>This red warning triangle appears on the class sign-in screen and indicates that a red alert has been set in the client's profile. A red alert is used for urgent matters like payment issues or late cancellations.</p> <p><b>Action: Tap the alert to see what it is about.</b></p>
	<p>This yellow warning triangle appears on the class sign-in screen and indicates that a yellow alert has been set in the client's profile. A yellow alert is used for general client information like medical conditions, concession eligibility etc</p> <p><b>Action: Tap the alert to see what it is about</b></p>
	<p>This present (gift) icon displays three days before and after a client's birthday.</p> <p><b>Action:</b> <b>Tap to see the date of their birthday.</b> <b>Wish the client a happy birthday for the day</b></p>
	<p>This balloon icon displays on a client's birthday.</p> <p><b>Action: Wish the client a happy birthday</b></p>
	<p>This phone icon indicates that the client has no phone number on file.</p> <p><b>Action: Get their number added in one of the following ways:</b></p> <ul style="list-style-type: none"> <li>• Enter it yourself (if you have time) <ul style="list-style-type: none"> <li>• Tap their name, then tap <b>Edit</b> (top right)</li> <li>• Scroll down to <b>Contact Information</b></li> <li>• Type in their number</li> <li>• Tap <b>Save</b> (top right)</li> </ul> </li> <li>• Let the client know and ask them to add the number themselves through the Mindbody website (desktop, tablet, or mobile)</li> </ul>
	<p>This green star icon marks a client's first visit to your business after they are signed in.</p> <p><b>Action: Give the client a welcome pack etc (see more information below)</b></p>
	<p>This globe icon indicates that the client signed up online.</p> <p><b>No action required</b></p>
	<p>This red circle and dollar sign icon appears on class and course sign-in screens when the client has a negative account balance.</p>

	<b>Action: Take a screen shot and send to the Business Services Whats App group after your shift</b>
	This unpaid classes icon indicates that the client hasn't yet paid for the service.
	<b>Action: Take a screen shot and send to the Business Services Whats App group after your shift</b>
	This No Waiver icon indicates that the client has not yet signed your liability waiver. It appears on the appointment details screen, class sign-in screen, and the client's profile.
	<b>Action: Advise the client they have not signed the liability waiver and get them to sign it - either:</b> <ul style="list-style-type: none"> <li>• get them to do it through your phone if there is time</li> <li>• give them a registration form and ask them to fill out their name and contact details, read the disclaimer on the back, sign the form, and return to you</li> <li>• advise them to log into the Mindbody website (not app) and they will be prompted to sign</li> </ul>
	A membership icon is displayed for any client with an active membership. The colour indicates what membership
	<b>No action required.</b>

## Client information

You can access client information from either the Schedule or Client screen:

Schedule screen	Tap a client name to open their profile
Client screen	Tap the Client icon at the bottom of the screen Enter the client name or phone number in the search field, then tap on their name

## What you see in the client profile

Top strip	< to return to the previous screen (Schedule or Client search)
	Client name
	'Edit' tap to add or edit information (eg phone number)
Client details	Photo of the client (if added to Mindbody) or their initials in a circle Their name and membership type

## Using the app

### Checking people into class

Generally, dancers will check themselves into class via the Sign In tablet on the reception desk.

Each class, you will need to check that everyone in the room is signed in:

- Open the Mindbody Business app
- You will be on the **Schedule** tab, and it will display your classes for the day

You can see classes on other days by using the horizontal menu showing the first letters for each day of the week:

  - tap on a day to see classes that day, or
  - swipe to go to future or past week
- Once in the class, you will see Booked and a number like 10/15, which means there are 10 people booked, and the class capacity is 15
  - Count the number of people in the room and see that it matches the number of people booked
- Below that you will see a list of each person booked (you will also see a photo if they have uploaded one)
  - If they are checked in, there is a green circle with a tick to the left of their name
  - If it is an empty circle, tap it to check the person in
  - If they do not appear on the list, proceed to **Adding someone to the class list**

### Adding someone to the class list

If someone doesn't appear on the list, it means they have not booked.

**If they are a member**, direct them initially to the **Sign in Tablet** in reception so that they can learn to sign in themselves (even if they have not booked, they can still add themselves to the list and check in).

Note: if they are new to Dragonfly Dance, they may already have a profile in Mindbody, so proceed to the steps below.

To add them to the list:

- Click the + icon (top right)
- Type their name into the search box
- Tap their name from the list that appears

**Note: If their name doesn't appear**, it means they don't already have a profile in Mindbody – either:

- Get them to fill in a registration form and a payment details form (available at reception). At the end of your shift you will take the form to the Office (near toilets) and put in Anne's inbox.

- If you have time, you can add them to Mindbody, so proceed to the step **Adding a Client to Mindbody**)

The person will be added to the class list and checked in

If you see a red **Unpaid Classes** box under their name, you will need to take payment (see Processing a payment for class attendance)

## Processing a payment for class attendance

If you add a client to the list, and you see a red Unpaid Classes box under their name:

Process payment in Mindbody

- Tap on the **vertical ellipse** (three dots) to the right of their name
- Tap **Buy**
- Tap **Select Pricing**
- Tap **Dropin class** (**note**, if they are new, there will be the option to choose '2 for 1' intro pass – choose that one and let them know that they will get a second class at no charge)
- Tap **Add to Cart** (in the black band at the bottom)
- Tap **Check out** (in the black band at the bottom)
- Tap **Next** (in black band)
- Hand the phone to the client so they can review their cart, and tap **OK**, and then Confirm
- They will see a message to hand the phone back to you
- Tap **OK**
- Tap **Tap to Pay on iPhone**
- Get them to hold their phone or card up to your phone until the payment is processed

If you are unable to process the payment through Mindbody, you can either:

- Take cash
- Take a credit card payment using the Square terminal (on reception)
- Get them to fill in a Payment Details form (and at the end of your shift put it in Anne's inbox in the office)

## Adding a client to Mindbody

If a person is not booked, and you do not find them in the list of clients when you search for them, it means they do not have a Mindbody profile, you can:

- get them to fill in a registration form and pay cash or take their payment via the Square terminal (see below); or
- add them from your phone.

To add a client to Mindbody through your phone – from the search you just did:

- Tap the icon in top right (**head and shoulders and +**)
- Enter their details (you must add their first name, last name, email, and mobile number - tap on each field and enter the details)
- Tap **Continue** (top right)
- You will be prompted to have them sign the Liability Waiver

- Tap **Sign Now** (we do need them to sign the liability waiver before they participate in class)
- Hand them the phone and get them to read the liability waiver, then tap **I Agree**
- They can do a finger signature, then tap **Next**
- They will now be added to your list (and a profile will have been created in Mindbody)

They will need to make payment

- You can take payment via Mindbody (see steps above, and choose the '2 for 1 intro pass' option)
- The Square terminal
- Cash
- Fill out a payment details form (available at reception) and return to you (this option is best if you do not have time and need to get the class started).

## Summary of Your Responsibilities in Mindbody

- Ensure every student is checked in.
- Add new or unbooked students to the class list.
- Confirm all students have signed their liability waiver.
- Take or record payment for unpaid students.
- Send screenshots to Business services for things like Unpaid classes
- Report any issues to Business Services if you can't resolve them.

## 8. Welcoming new students

### How new dancers become members

We have a four step sales process to go from when a dancer first contacts us to encourage them to become members:

Step 1: Lead capture	The dancer either makes an enquiry, creates a Mindbody profile, purchases a class, or books a class
Step 2: Initial engagement	Business Services will follow up the dancer to find out more about what they are looking for, and if they haven't already, encourage them to purchase our intro offer, the 2-for-1 pass (two classes for the price of one).
Step 3: Trial	This phase starts once the dancer has purchased a 2-for-1 pass <ul style="list-style-type: none"><li>• The dancer attends their first class</li><li>• Teacher chats to the dancer after class to see how it went and answer questions</li><li>• Teacher gives Business Services feedback on how the dancer went, if the level is the best fit for them, and any other useful information</li><li>• Business Services contacts the client to see how their first class went and make sure they are booked into their second class</li><li>• Client completes second class</li><li>•</li></ul>
Step 4: Post Trial	<ul style="list-style-type: none"><li>• Teacher talks to client after second class and encourages them to return</li><li>• Teacher gives Business Services feedback on how the dancer went and what they said they were planning to do</li><li>• Business Services contacts the dancer and asks them if they want to continue, suggests membership as a good option</li><li>• Ideally, the dancer then signs up for membership. If not, they may decide to continue on a casual basis (with drop in classes).</li><li>• Business Services lets the teacher know the outcome.</li></ul>
Step 5: Conversion outcome	The conversion

### Knowing when you have a new dancer

Business Services will do their best to let you know when you have a new student and give you some background information on them. They are able to do this when the new person has made contact by phone or email, or booked into class before 5pm on a week day.

However, dancers may sometimes book directly after 5pm or on Saturday.



**Check your class list before you enter the studio to see if you have any new students.**

Look for the  next to a client name in your class list

## Check your pigeon hole for welcome packs when you enter the studio

### Welcome procedure

When a new dancer is booked into your class, Business Services will place a welcome envelope in your pigeon hole with:

- A welcome pack for the student
- A background information sheet with any details we have from their enquiry (previous experience, medical notes, reason for joining etc)
- There is space on the sheet for you to add your own notes after class so Business Services has up-to-date information for follow-up.

### Before Class

- Check for people on a 2-for-1 trial in your **class list in Mindbody**:
  - First class: green star next to their name
  - Second class: “2 for 1 pass” under their name with “0 of 2 remaining”
- Check **pigeon hole** for welcome packs and background notes for first-time visits.
- Check Mindbody for any **late sign-ups or second-visit** students.
- If you have additional new students without a pack, collect one from the reception desk.



Meeting discussion prompt:

"What do you do before class to make sure you're ready to welcome a new student? What systems help you remember their names and details?"

### First Visit

#### *When the dancer arrives:*

- Welcome them warmly and introduce yourself.
- Give them the welcome pack.
- In a warm, encouraging tone, use the background info to acknowledge what you know and invite them to fill in gaps (eg “I understand you did ballet for several years as a teenager, but it’s been a while—how long has it been since you last danced?”)
- Let them know what to do next (put their things in a locker, make themselves comfortable in the waiting area, let them know where to start class).
- Introduce them to at least one other dancer in the class.



**Meeting discussion prompt:**

"What are some phrases or icebreakers you've used to help new students feel at ease? Let's share a few and make a quick 'welcome phrase bank.'"

#### *After class:*

- Ask how it went for them.
- Give brief, encouraging feedback.
- Let them know if you think the class was a good fit.

- Ask if they're doing another class or when you'll see them next—express that you'd love to see them again.
- At the end of your shift, jot down notes for Business Services (class fit, extra background, concerns).
- Place notes in the Business Services in tray (on reception desk) or send via WhatsApp to the Business Services group (typed message or photo of handwritten notes).

## Second Visit

### *Before class:*

Check Mindbody so you can greet them by name.

- **When they arrive:**
- Welcome them warmly by name.
- Say something encouraging: "It's great to see you back again!"

### *After class:*

- Ask how it went for them and share your thoughts on class fit (be encouraging and supportive).
- Acknowledge it's their second visit and encourage them to return.
- Let them know someone from Business Services will follow up, usually the next day.
- If time allows, answer their questions; if not, let them know Business Services can help.
- At the end of your shift, jot down notes for Business Services and submit via in tray or WhatsApp.

### **Meeting discussion prompt:**

"What's the difference between how you interact with a first-visit student and a second-visit student? How can we make the second visit feel like they're already part of the group?"

## 9. Who to go to for what

---

### Jo McDonald

Studio Owner

[jo@dragonflydance.com.au](mailto:jo@dragonflydance.com.au)

phone 0402 070 021

Go to for things related to:

- **Marketing and communication**, such as website updates, social media, newsletters, promotional campaigns, advertising.
- **Teaching and students**, such as curriculum, teaching methodology, student progress or behaviour, class level adjustments
- **Contracts and pay rates**

### Anne Stewart

Business Services Manager

[anne@dragonflydance.com.au](mailto:anne@dragonflydance.com.au) (WhatsApp Group - Business Services)

Go to for things related to:

- Business services, venue and facilities, such as:
  - problems with Mindbody
  - new clients
  - client support
  - venue-related problems (eg potential risks, equipment not working, maintenance issues).

### Cass Adams-Duffield

Book keeper

[accounts@dragonflydance.com.au](mailto:accounts@dragonflydance.com.au)

cc [jo@dragonflydance.com.au](mailto:jo@dragonflydance.com.au)

Go to for things related to:

- Payment of your fee, eg send invoices, problems with payments, payment history

### Team hub web page

[www.dragonflydance.com.au/team-hub](http://www.dragonflydance.com.au/team-hub)

Go to for resources and forms for staff, such as:

- Complete **time off form** to advise if you will be away and who is covering your class  
*Note: Use WhatsApp group Class Covers to liaise with other teachers to find a cover*

- Complete **studio booking form** if you want to book studio space for class preparation, practice, or other approved use
- Download and read :
  - policies and procedures
  - curriculum documents
  - progress checklists
  - team meetings (dates, minutes)
  - Project information (eg showcase)