



FRONT-DESK HAND-OFF MAP

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Most front-desk jobs don't sit cleanly on one side. The software takes the first half, and a person takes the second. Pin this behind the desk, and fill in who handles each job at your gym.

Gym: _____

Updated: ____/____/____

What to Hand Off, What to Keep

FRONT-DESK JOB	AUTOMATE IT	KEEP IT HUMAN	WHY	WHO HANDLES IT HERE
Hours, location, "what to bring"	✓		One right answer, asked constantly	_____
Trial booking	✓		Speed wins, and a link is faster than you	_____
After-hours inquiries	✓ capture and reply	✓ the next-day conversation	Catch it now, talk tomorrow	_____
Class and waiver reminders	✓		Pure timing	_____
Failed-payment retries	✓		Retries on a schedule	_____
Billing disputes		✓	Needs judgment and a little give	_____
Spotting a drifting member	✓ the flag	✓ the call	Software notices, people reach out	_____
Cancellation requests	✓ the intake	✓ the conversation	Your one chance at a save	_____
A nervous first visit		✓	The front desk is friend number one	_____
Injuries, safety, parents of minors		✓	Always a named adult	_____

NO HEDGING

Anything involving an injury, a safety concern, or a parent's question about their kid goes to a named adult, every time. Write that person's name here:

Automation for the logistics jobs

Gymdesk handles lead replies, reminders, and absence tasks so you can take the calls that matter.

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