

# Class and appointment scheduling

Automates class and appointment booking confirmations, waitlist management, and instructor notifications to maximize class capacity and reduce no-shows.

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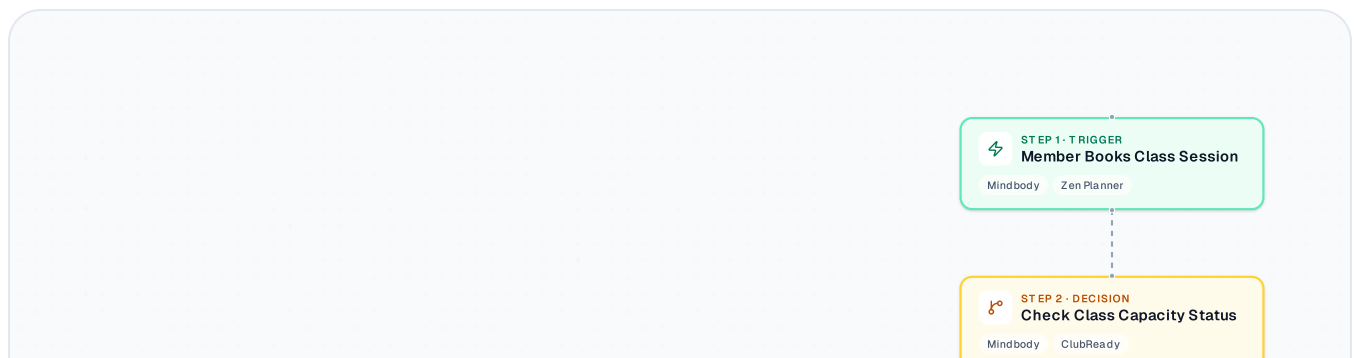
## WORKFLOW TRIGGER

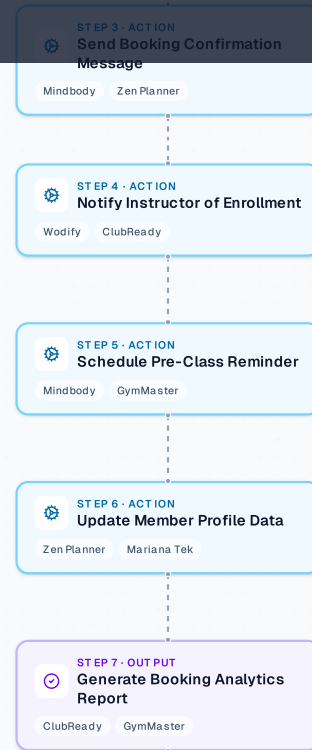


Member books a fitness class or personal training session through the mobile app or website.

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Member Books Class Session

A member selects and books a fitness class or personal training appointment through the studio's booking system. The system captures booking details including member ID, class type, instructor, and time slot.

Mindbody Zen Planner

## Check Class Capacity Status

System evaluates if the requested class has available spots or if it's at full capacity. Determines whether to confirm booking immediately or place member on waitlist.

Mindbody

ClubReady

3

 ACTION

## Send Booking Confirmation Message

Automatically sends personalized confirmation SMS or email with class details, instructor info, and cancellation policy. Includes calendar invite for confirmed bookings or waitlist position for full classes.

Mindbody

Zen Planner

4

 ACTION

## Notify Instructor of Enrollment

Sends real-time notification to the assigned instructor with updated class roster and any special member notes or modifications needed. Updates instructor dashboard with current enrollment count.

Wodify

ClubReady

5

 ACTION

## Schedule Pre-Class Reminder

Sets up automated reminder notifications to be sent 24 hours and 2 hours before class time. Includes option for members to easily cancel if needed to free up spots.

6

 ACTION

### Update Member Profile Data

Records booking activity in member's profile including class preferences, booking frequency, and attendance patterns. Updates loyalty points and membership usage tracking.

Zen Planner

Mariana Tek

7

 OUTPUT

### Generate Booking Analytics Report

Compiles booking data into dashboard showing class popularity, peak booking times, and waitlist conversion rates. Provides insights for optimizing class schedules and capacity planning.

ClubReady

GymMaster



### Outputs

- Member booking confirmation with class details
- Instructor notification with updated roster
- Automated reminder schedule created
- Member profile updated with booking history



## Key Metrics

- Class fill rate percentage
- Booking-to-attendance conversion rate
- Waitlist-to-booking conversion rate



## Tools & Integrations

- Mindbody
- Zen Planner
- Wodify
- ClubReady
- GymMaster
- Mariana Tek

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