Training Exercise: Program Catalogue Notes

**WHAT’S THE POINT?**

**It is vital to understand the “in’s and out’s” of each OTA Program Offering. It’s important not only for the sales process, but also in teaching your staff how to manage each program. Additionally, having an expert (and insider) knowledge of each program can dramatically improve your customer service when dealing with kids and parents. Understanding the impact of the below bullet point categories on each program will improve your service:**

* + **Program Overview (locations - gym vs. outside vs. both)**
  + **Popularity of the program (PTA Coordinators, Parents, Kids (boys vs. girls))**
  + **Instructor Feedback**
  + **Customer Expectations**
  + **Equipment Needed**
  + **Discuss a typical class for the program (sample PDC)**
  + **Skills Segment**
  + **What to Watch Out For (space issues, age groups, equipment problems, games)**

Directions – Get to know OTA’s Program Catalogue. For this exercise, come up with THREE notes for each program in the OTA Catalogue. These notes could include impressions about the program description, key points you would make to sell the activity, or details about the program regarding the bullet point list above:

\*Be sure to access the LOG IN Tabs to locate the Curriculum Resources Section to assist with this exercise

Program: Sports Spectacular

NOTES: Click here to enter text.

Program: Basketball

NOTES: Click here to enter text.

Program: Soccer

NOTES: Click here to enter text.

Program: Flag Football

NOTES: Click here to enter text.

Program: Wiffle Ball

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Program: Lacrosse

NOTES: Click here to enter text.

Program: Floor Hockey

NOTES: Click here to enter text.

Program: Tennis

NOTES: Click here to enter text.

Program: Kickball

NOTES: Click here to enter text.

Program: Dodgeball

NOTES: Click here to enter text.

Program: Jump Rope

NOTES: Click here to enter text.

Program: Cheerleading

NOTES: Click here to enter text.

Program: Speed and Agility

NOTES: Click here to enter text.

Program: Scooter Dash

NOTES: Click here to enter text.

Program: Parachute Play

NOTES: Click here to enter text.

Program: Running Club

NOTES: Click here to enter text.

Program: Countdown

NOTES: Click here to enter text.

Program: Pitch and Putt Golf

NOTES: Click here to enter text.

Program: S.P.A.R.K. Program

NOTES: Click here to enter text.