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 – for each program in the OTA Catalogue, provide notes on impressions of the program description, key points you would make to sell the activity, and what you believe would be important to know about the program that is not included in the program description:

\*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

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Program: Soccer

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Program: Flag Football

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Program: Wiffle Ball

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Program: Lacrosse

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Program: Floor Hockey

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Program: Tennis

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Program: Kickball

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Program: Dodgeball

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Program: Jump Rope

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Program: Cheerleading

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Program: Speed and Agility

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Program: Scooter Dash

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Program: Parachute Play

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Program: Running Club

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Program: Countdown

NOTES: Click here to enter text.

Program: Pitch and Putt Golf

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

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