

Monthly GM Journal: This is done at the end of the month in review for that month.

Closing %

Flip %

NPS:

Classes:

-What went well this month?

-What do you want to improve on for next month?

FRONT DESK STAFF

-Who was your best team member this month and why?

-Who was the team member that needed the most help and why?

PT STAFF

-Who was your best trainer and why?

-Which trainer needs to improve the most and why?

-What have you learned this month that you will use to be better next month?