

## EZFacility Welcome

Welcome to EZFacility! We are excited to begin a rewarding partnership that will meet your management software needs. Our product is designed with the goal of assisting you in growing your business and profits upon initial implementation and in the future.

### Training Overview

Training at EZFacility is a comprehensive program aimed at providing a user with the necessary skills and techniques to achieve success when using our software. Throughout the process you will be paired with one of our specialized trainers who will work hand in hand with you in designing the software to fit the particular needs of your business model. Successful and efficient implementation of our software solutions is co-dependent and requires new users to not only complete all training sessions, but to take an active role in those trainings with EZFacility.

### Timeline

There are four distinct phases of training that will be spaced over a one-month period. It is recommended all trainings be completed during this time. Spacing the training appropriately gives new users ample time to learn and practice, as well as develop any follow up questions for future training phases. Using the one-month timeframe we are able to create a realistic goal for users to become proficient in the software, provided all trainings and assigned tasks have been completed. Upon completion of the fourth training phase, each facility will have two ensuring success calls. These calls can be used upon request and for a variety of reasons that range from a quick refresher on important concepts to an opportunity to troubleshoot with a training representative.

### Train-The-Trainer

Our training process is one that has been designed with a "Train-the-Trainer" approach in mind. The Train-the-Trainer methodology will grant every facility the opportunity to have a "go-to" in house Business Champion. This Business Champion will serve as the person responsible for educating current and future employees and as a resource for any questions and concerns that may arise. The person assigned to this role does not have to be extensively technically inclined, but possess a vast knowledge of the business. This person should be able to communicate and accomplish small goals that demonstrate immediate benefits to staff. The Business Champion should also have the desire for the position.

## Business Champion Suggested Qualities

- Knowledgeable on your particular business model
- Effective Communicator
- Ability to convey large concepts to employee
- Desire for the position

## Train-The-Trainer

Meet Our Product Trainers:

**Christopher Fernandez:** During Chris's time here at EZFacility he has shown a mastery of a wide range of EZFacility products. Chris has also taken a personal interest in the EZLeagues and MemberMe portion of the software, currently serving as a go to resource for any and all technical needs.

**Danielle Comeau:** Danielle is an advocate of personal fitness and healthy living. She holds a degree in public relations and journalism from Monmouth University and is very excited to be a part of the training team here at EZFacility.

**Bryant Strozinsky:** Bryant has experience working as a trainer and group instructor in the fitness industry. Bryant also holds a degree from SUNY College at Oneonta specializing in communication theory.

**Brett Miro:** Brett's passion for healthy living can be seen in both his approach to training and through his work with Ticket 2 Eternity Productions, a NYC-based Theatre Company. Brett has a degree in Theatre & Drama with an emphasis on Acting and Directing from CUNY Queens College.

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