

# Easy-to-Use Scripts For Emails, Phone Calls & Texting

Simplify your sales and retention communication with these helpful scripts.

# Why Use Scripts?

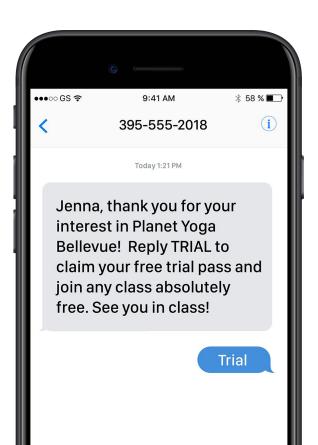


### The Benefits:

- Overall consistency of your message with each and every prospect or member.
- Less time spent training new employees on proper phone, email, and text etiquette. (Allowing them to get started faster!)
- Increase the volume of follow-ups when there is no time wasted worrying about what to say or typing out each message individually.

Whether you are an owner, class instructor, personal trainer, or all of the above, using scripts will free up time for the things that matter.

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# Merge Tags Key



**{{recipient-first}}:** First name of recipient

**{{location-name}}:** Physical location of health club or studio (if multiple locations)

**{{location-phone}}:** Phone number associated with the gym or studio location

**{{referred-by}}:** Name of current member who referred the guest being followed-up with





Hi {{recipient-first}}, We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. Reply to this email to confirm your trial and what class you'd like to signup for!



**Text** 

{{recipient-first}}, thank you for your interest in our studio! Reply TRIAL to claim your trial pass and join any class absolutely free. See you in class!



Call Answered

Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. We have classes throughout the day, seven days a week. When can you make it in?



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. Please call me at {{location-phone}} to confirm your trial and discuss our upcoming classes!

### Web Lead



= Emai

Hi {{recipient-first}}, We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. Reply to this email to confirm your trial and what class you'd like to signup for!



Text

{{recipient-first}}, thank you for your interest in our studio! Reply TRIAL to claim your trial pass and join any class absolutely free. See you in class!



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. We have classes throughout the day, seven days a week. When can you make it in?



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. We're excited you're interested in our studio! We know you're going to love pursuing your fitness journey with us. But don't take our word for it, let's set you up with a free trial. Join any of our awesome classes absolutely free to see why our clients love our studio so much. Please call me at {{location-phone}} confirm your trial and discuss our upcoming classes!

## Referral



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Hi {{recipient-first}}, you've been referred to {{location-name}} by {{referred-by}}, because they thought you'd be a great fit for our studio! But don't take their word for it, try out our classes for yourself! We've credited your referral account with a trial pass, so you can jump into any one of our awesome classes on us. Our trainers make every class fun, engaging, and a killer workout. Reply to this email to confirm your trial and what class you'd like to signup for!



{{recipient-first}}, you've been referred to {{location-name}} by {{referred-by}}! Reply TRIAL to claim your trial pass, so you can jump into any of our awesome fitness classes absolutely free. See you in class!



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm calling today because {{referred-by}} thought you'd be a great fit for our studio! I'd love to offer you a trial pass to jump into one of our awesome classes totally free. Our trainers make every class fun, engaging, and a killer workout. Let me ask a few questions about your fitness goals so I can recommend the perfect class for your trial. What group fitness class have you joined in the past?



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm calling today because {{referred-by}} thought you'd be a great fit for our studio! I'd love to offer you a trial pass to jump into one of our awesome classes totally free. Our trainers make every class fun, engaging, and a killer workout. Please give me a call back at {{location-phone}} to discuss our classes so we can find the perfect one for you to join!

### **Trial Booked**



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Hi {{recipient-first}}, this message is to confirm your spot in the (enter class name and date). We're looking forward to having you join us for this awesome class! If you have any questions about the class, our studio, what to bring, or where we're located, give me a call at {{location-phone}} or reply to this email. See you in class!



**Text** 

{{recipient-first}}, this message is to confirm your attendance for the (enter class name and date). Reply CLASS to confirm your spot on the roster.



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm calling to confirm your spot in the (enter class name and date). We're looking forward to having you join us for this awesome class! Do you have any questions about the class, our studio, what to bring, or where we're located? Great. See you in class!



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm calling to confirm your spot in the (enter class name and date). We're looking forward to having you join us for this awesome class! If you have any questions about the class, our studio, what to bring, or where we're located, give me a call at {{location-phone}}. See you in class!

### **Trial No Show**





Hi {{recipient-first}}, You booked a class as part of your trial but didn't attend. We were looking forward to showing you our awesome classes. I'd love to get you scheduled for another class so you don't miss out! The same class is scheduled for (enter day and time) this week. Reply to this email to reserve your spot!



{{recipient-first}}, you booked a class as part of your trial but it looks like you weren't able to attend. Good news! The same class is scheduled for (enter day and time) this week. Reply CLASS to confirm your spot on the roster.



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. You booked a class as part of your trial but didn't attend. We were looking forward to showing you our awesome classes. Let's get you rescheduled for another class so you don't miss out! The same class is scheduled for (enter day and time) this week. Should I put you down on the roster?



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. You booked a class as part of your trial but didn't attend. We were looking forward to showing you our awesome classes. I'd love to get you scheduled for another class so you don't miss out! Please give me a call at {{location-phone}} to lock in your spot in class. Thank you!

### Trial Show - No Sale



Hi {{recipient-first}}, I'm so excited you were able to use your trial pass to jump into a class! We think there's no better or more fun way to learn how about the awesome classes here at {{location-name}}}. I'd love to hear what you thought of the class. Please reply to this email to set up a time for us to discuss your feedback and talk next steps!



{{recipient-first}}, we're excited you were able to use your trial pass to jump into a class! I'd love to hear what you thoughts on the class and discuss next steps. Reply MEET to schedule an appointment.



Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm so excited you were able to use your trial pass to jump into a class! We think there's no better or more fun way to learn how awesome the classes we offer are. I'd love to hear what you thought of the class?

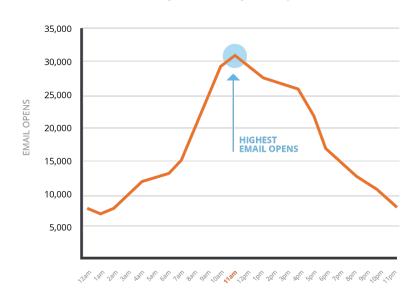


Hi {{recipient-first}}, this is {{employee-first}} at {{location-name}}. I'm so excited you were able to use your trial pass to jump into a class! We think there's no better or more fun way to learn how awesome the classes we offer are. I'd love to hear what you thought of the class. Please give me a call at {{location-phone}} to give me your feedback and to discuss next steps. Thank you!

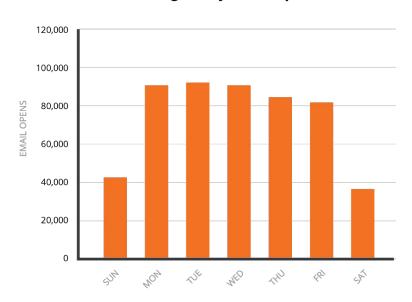
# **Optimize Email Send Times**



HUBSPOT
Average Email Opens by Hour



HUBSPOT
Average Daily Email Opens



Source: Hubspot



# Intelligent Marketing Automation Software

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