



www.happyswimmers.com 866-530-4117



Tips and Expectations from Rob, Swim Lesson Assignment Manager:

Here are a few suggestions to make your life easier. Wouldn't we all like that?

- 1) The client assignments are found on the calendar. **Please, please check if often.** It can be found by accessing the link I sent you or going to <http://happyswimmers.com/instructorforms/>
- 2) The quicker we assign a client to an instructor, the more professional we look and the better it is for you. So, please respond to my emails if you have any interest. Of course, you are not going to drive longer than the lesson itself, but please consider stretching yourself a little bit and accepting something that might not be in your backyard. Not only does it help you earn more money, it helps Happy Swimmers respond in a timely manner.
- 3) Once you are assigned a client, contact them right away. Please don't wait for several days and cause the client to contact me asking for information. This is not a good way to start a business relationship and certainly does not bode well for Happy Swimmers.
- 4) **Communication is key.** Everyone understands traffic delays once in awhile. However, you **MUST** inform your client. Give them a call and let them know that you are on your way and the expected arrival time. As long as this is not a consistent problem, chances are that they will be a bit flexible. You must, however, respect their schedules. Suffice it to say that it is **NEVER** acceptable not to keep clients informed of any necessary changes as soon as possible. It is not only polite but will help you with that client relationship, and possible new or continued business, in the long run.
- 5) If for some reason you must resign, it is imperative that you inform me right away. I will need to reassign your clients as quickly as possible. Please respect your clients and myself and give as much notice as you are able. It would never be OK to not communicate this and have a client waiting at a pool for a lesson with no instructor on the way. Just put yourself in that excited child's place and the disappointment they will feel. Not only do you look bad but so does Happy Swimmers. We hired you because we trusted you and knew that you had a talent and love for teaching. Professionalism is the key.
- 6) I do not need details of your individual client's scheduled times/cancellations and information such as this. However, please do let me know if there are any problems or if the client decides not to commence lessons or to discontinue them as well. I don't want to be blindsided if the client communicates with me directly for some reason.
- 7) To help save a good chunk of money on your next year's income tax, we advise you to keep track of **ALL** your mileage driven for swim work. It is a business expense tax deduction for you. Check with your accountant for further details.
- 8) Also, make sure you keep receipts for any type of materials you buy such as suits, swim toys, paper you use for printing for Happy Swimmers etc.. Once again, it may behoove you to check with your account for further details.
- 9) Maybe most importantly, **HAVE FUN!** When you are enjoying yourself with energy and a big smile on your face, this translates to the client. They will learn faster and more efficiently and you will be a hero. Don't underestimate yourself as a child's swim instructor. You have the potential to create a life long memory.

*“When we look for the good in others, we discover the best in ourselves” –Martin Walsh
Give permission to love yourself today....*