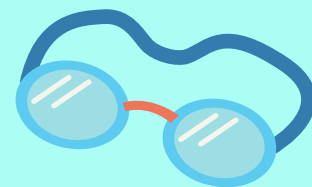


Follow our top tips to get the most out of GoLearn & help ensure customers are booking onto the courses best suited to their ability level.



Provide the details

1

Create a dedicated page on your website showing detailed course descriptions. The more detail your members have, the more confident they will be to choose the most appropriate ability level for themselves or their children.



Set up email triggers

2

Create an email trigger using the built-in functionality in GoLearn that is sent to your swim manager when someone books online. If a particularly high level, they have the option to contact them to confirm or change the booking. Triggers can also show when someone has selected that they have a disability, allowing you to call them to get more details and work out how best to accommodate them in advance of the lesson.



Communicate with your customers

3

If you'd like to prevent higher ability levels from being bookable online, you can limit online bookings to the lower stages. However, we would suggest having all levels available for online booking so you don't miss out on any new customers. We'd simply recommend confirming with parents or performing a swim test when kids are signed onto the highest levels to ensure the ability level is appropriate.

