



Pilates Studio SOP Starter Pack

Your step-by-step guide to the Standard Operating Procedures (SOPs) that keep your studio running smoothly, even when you're not the one behind the desk.

PART OF THE ABC GLOFOX BOUTIQUE STUDIO TOOLKIT

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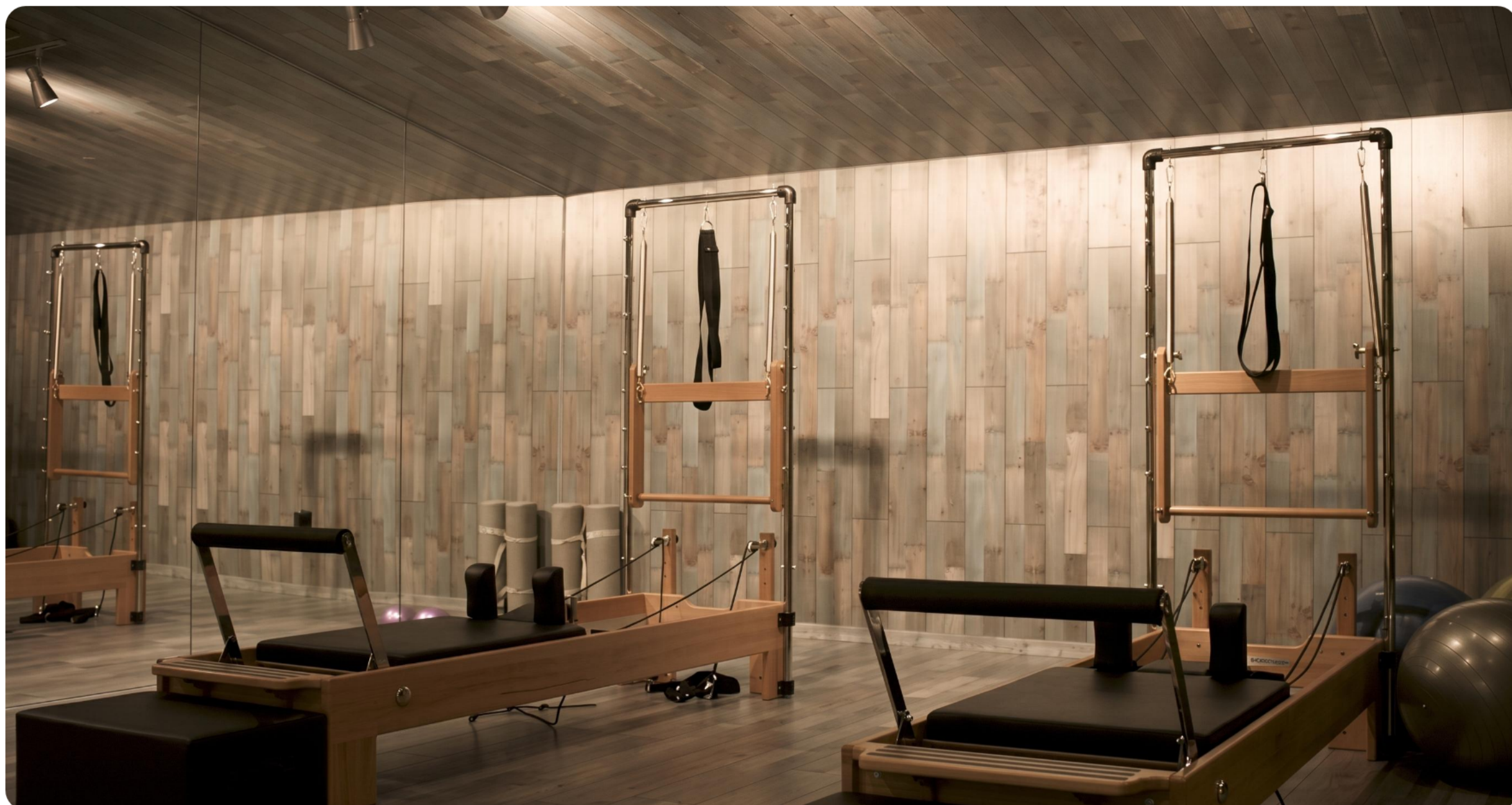
CHAPTER ONE

Why SOPs Matter for Your Studio

If you have ever left your studio for a day and come back to find the towels weren't restocked, a new client wasn't greeted properly, or no one cleaned the reformers between sessions, you already know why SOPs matter.

A Standard Operating Procedure (SOP) is just a written set of steps for how something should be done. It takes the guesswork out of daily tasks and makes sure your studio runs the same way whether you're there or not. When your team knows exactly what's expected, you get:

- **Consistency:** Every client gets the same high-quality experience, no matter who's working.
- **Time savings:** Less time explaining things over and over. New hires get up to speed faster.
- **Fewer mistakes:** Written steps reduce the chance of something falling through the cracks.
- **Freedom:** You can step away from the studio knowing things will run smoothly without you.



You don't need to write every SOP at once. Start with the areas that cause you the most stress, and build from there.

How to use this guide

Each chapter covers one operational area of running a Pilates studio. Inside you will find:

- A clear explanation of why that area needs a standard process
- A ready-to-use SOP you can adopt as-is or customize for your studio
- Practical tips for rolling out each SOP with your team

Print them, drop them into a shared Google Drive folder, or pin them to your studio's staff board. The goal is to make these procedures easy to find and even easier to follow.

You don't have to tackle every chapter at once. Pick the area that needs the most attention right now, put that SOP into practice, and move on to the next one when you're ready.



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CHAPTER TWO

Daily Operations SOP

Your studio's daily rhythm sets the tone for everything. When opening and closing routines are consistent, your space feels professional, your team feels confident, and your clients notice.

Opening procedure

This checklist should be completed by whoever opens the studio, at least 30 minutes before the first class or appointment.

Step	Task	Details
1	Unlock and disarm	Unlock doors, disarm alarm, turn on lights
2	Climate check	Set thermostat to studio temperature (typically 68-72 F / 20-22 C)
3	Studio walkthrough	Check all rooms for cleanliness, restock towels and water
4	Equipment scan	Visually inspect reformers, chairs, barrels for obvious issues
5	Music and ambiance	Start the studio playlist, light candles or diffuser if applicable
6	Front desk setup	Power on computer/tablet, open booking system, review today's schedule
7	Review the day	Check class roster for new clients, note cancellations or waitlist moves
8	Communication check	Review messages, emails, and voicemails from overnight

Closing procedure

Step	Task	Details
1	Final class wrap-up	Ensure last clients have exited, collect lost items
2	Equipment wipe-down	Spray and wipe all reformers, props, and high-touch surfaces
3	Restock	Refill water station, fold/replace towels, restock retail
4	Trash and laundry	Empty trash bins, start laundry or bag dirty towels
5	Financial close-out	Reconcile any cash transactions, confirm POS balances
6	Review tomorrow	Glance at tomorrow's schedule for any prep needed
7	Secure	Turn off music, lights, and diffusers; lock doors, arm alarm

Tips for making this stick

- Post a laminated copy of each checklist near the front desk.
- Have the closer initial the checklist each night. It takes 10 seconds and creates accountability.
- If you use studio management software, set an automated reminder 30 minutes before the last class so whoever's closing has a nudge to start.

ABC GLOFOX TIP

Your branded studio app can display your class schedule in real time, so your opening team can check the day's bookings and waitlists before the first client walks in.



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CHAPTER THREE

Client Intake and Onboarding SOP

A strong onboarding process does two things: it makes new clients feel welcomed, and it gives you the information you need to keep them safe and coming back.

Before the first visit

Step	Task	Owner	Timing
1	Send welcome email or message	Front desk / automated	Immediately after booking
2	Collect health questionnaire	Client (via form)	Before first visit
3	Share studio policies	Front desk / automated	With welcome message
4	Assign intro offer or package	Front desk / manager	At time of booking
5	Flag for instructor	Front desk	Day before first class

What your health questionnaire should cover

- Current or past injuries (especially spine, shoulder, knee, and hip)
- Pregnancy or recent postpartum status
- Prior Pilates or movement experience
- Any physician-imposed restrictions
- Emergency contact information

This step is worth prioritizing. In Pilates, where exercises are frequently modified based on physical limitations, knowing a client's history before they get on a reformer helps you keep them safe.

The first visit experience

Step	Task	Details
1	Greet by name	Use the booking system to confirm their name before they arrive
2	Confirm paperwork	Verify health questionnaire and waiver are complete
3	Studio tour	Show changing rooms, restrooms, water station, and studio space
4	Equipment intro	Walk them through the reformer basics before class starts
5	Introduce to instructor	A brief personal introduction so the client feels seen
6	Post-class check-in	Ask how they felt, answer questions, mention next steps

After the first visit

Step	Task	Timing
1	Send thank-you message	Within 24 hours
2	Offer next session booking	Within 24 hours
3	Follow up if no booking	3-5 days after first visit
4	Add to nurture sequence	Immediately after first visit

The goal of the first 7 days is simple: get them to visit a second time.



"To have a system that's reliable, to be able to take some of the work off your plate and have some automations that make technology a great thing for you is so key."

Joy Bitonio, Komo Studio

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CHAPTER FOUR

Instructor Onboarding and Management SOP

Your instructors are the heart of your studio. A clear onboarding process sets them up for success and helps them feel confident representing your brand from day one.

Instructor onboarding checklist

Step	Task	Details	Timeline
1	Collect credentials	Certification copies, insurance, CPR/First Aid	Before start date
2	Share studio handbook	Policies, dress code, communication expectations	Before start date
3	System access	Set up login for booking/management software, add to schedule	Before start date
4	Shadow sessions	New instructor observes 2-3 existing classes	Week 1
5	Observed teaching	New instructor teaches while you or lead observes	Week 1-2
6	Feedback session	Discuss observations, alignment with studio style	End of Week 2
7	Client introduction	Announce new instructor via email or app notification	Week 2-3
8	30-day check-in	Review first month, answer questions, set goals	Day 30

What your studio handbook should cover

- Expected arrival time before classes
- Dress code and appearance standards
- Protocol for handling client injuries or discomfort during class
- Cancellation and sub policy
- How to communicate with clients before and after sessions
- Pay schedule and how to submit hours
- Process for requesting time off

You don't need a 50-page manual. A clear, 3-5 page document covers the essentials.

Ongoing instructor management

Area	Frequency	What to do
Schedule review	Weekly	Confirm next week's schedule, identify gaps, arrange subs
Performance check-in	Monthly	Quick 15-minute conversation about how things are going
Certification tracking	Quarterly	Verify certifications are current, flag upcoming expirations
Client feedback review	Monthly	Review client comments or ratings for each instructor
Continuing education	Annually	Discuss professional development goals, workshop opportunities

Sub and coverage policy

Write this down before you need it. When an instructor calls out sick at 6 a.m., you don't want to be inventing a process on the spot.

- Who is responsible for finding a sub: the instructor or the studio?
- What is the minimum notice for a planned absence?
- Is there a shared sub list or group chat for last-minute coverage?
- What happens to the class if no sub is available: cancel, or does the owner cover?



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CHAPTER FIVE

Equipment Maintenance SOP

Pilates equipment is a significant investment. Reformers, Cadillacs, Wunda Chairs, and barrels all need regular care to stay safe and functional. A maintenance SOP protects your investment and, more importantly, your clients.

Daily equipment checklist

This should be completed during the closing procedure.

Check	What to look for
Springs	Look for stretched, discolored, or bent springs. Test tension on each reformer.
Straps and ropes	Check for fraying, loose stitching, or wear at connection points.
Carriage movement	Roll each carriage back and forth. It should glide smoothly without sticking.
Upholstery	Wipe down all pads. Look for tears, cracks, or stains that need attention.
Footbars and headrests	Confirm they lock into position and don't wobble or slip.
Bolts and screws	Spot-check visible hardware for looseness. Tighten as needed.

Monthly maintenance log

Date	Equipment	Inspection	Issues	Action	By

Quarterly deep maintenance

Task	Details
Spring replacement assessment	Test all springs under load. Replace any that have lost tension or show visible wear.
Lubrication	Apply manufacturer-recommended lubricant to carriage rails and moving parts.
Full hardware check	Tighten every bolt, screw, and connection point on each piece of equipment.
Upholstery deep clean	Use appropriate cleaner on all pads and surfaces. Condition vinyl or leather.
Professional service	Schedule a certified technician for a full inspection if your manufacturer offers it.

When to pull equipment from use

Remove a reformer or other apparatus from service immediately if you find:

- A frayed or broken spring
- A cracked or splintering wooden frame
- A carriage that doesn't track straight
- Loose bolts that won't tighten
- Torn upholstery with exposed foam (hygiene risk)



Tag it with an "Out of Service" note, move it away from the teaching area if possible, and contact your manufacturer or repair technician. Never let clients use equipment you've flagged, even if it "seems fine for now."

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CHAPTER SIX

Financial and Administrative SOP

You didn't open a Pilates studio because you love bookkeeping. But staying on top of your finances, even with a simple routine, is what keeps your business healthy and growing.

Weekly financial checklist

Task	Details	Day
Review revenue	Compare daily revenue totals against your weekly target	Monday
Check outstanding payments	Follow up on failed payments, expired cards, and overdue invoices	Monday
Review expenses	Log any new expenses and verify recurring charges posted correctly	Friday
Reconcile cash	Match cash drawer to POS records if accepting cash payments	Friday

Monthly financial checklist

Task	Details
Membership review	Count active memberships, new sign-ups, cancellations, and pauses
Revenue vs. target	Compare total monthly revenue against your goal and note the gap
Expense review	Categorize and total all expenses; flag anything unusual
Payroll processing	Run payroll for instructors and staff, confirm hours and rates
Tax set-aside	Transfer your estimated tax percentage to a separate savings account
Subscription audit	Review all software and service subscriptions; cancel anything unused

Key metrics to track monthly

You don't need a finance degree to keep a pulse on your business. Track these five numbers each month:

Metric	What it tells you	How to find it
Total active members	Whether your community is growing, stable, or shrinking	Membership dashboard in your studio management software
Avg revenue per member	How much each member contributes on average	Total revenue divided by active member count
Client retention rate	How well you keep members month over month	Members retained divided by total members at start of month
New client conversion rate	How effectively trials and intros turn into memberships	New memberships divided by total intro/trial bookings
Class utilization	How full your classes are running on average	Total bookings divided by total available spots across all classes



"Our members are very happy with the app; it's super smooth. We don't have to educate anyone. They book in advance, they cancel in advance if they need to, and they know how the waitlist works. So it saves us a lot of time."

Mehdi Elaichouni, Carpe Diem

Mehdi Elaichouni's studio saw a 500% increase in active memberships after implementing streamlined systems.

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CHAPTER SEVEN

Emergency and Safety SOP

Nobody opens a Pilates studio expecting emergencies. But knowing what to do when one happens is the difference between a controlled response and a chaotic one.

Client medical event procedure

- 1 Stop class immediately and calmly direct attention to the affected client
- 2 Assess the situation: is the client conscious, breathing, and responsive?
- 3 Call 911 if the situation is serious or you are unsure
- 4 Administer first aid or use the AED if trained and it is appropriate
- 5 Send someone to meet emergency responders at the entrance
- 6 Clear the area around the client and move other participants to a separate space
- 7 Contact the client's emergency contact from their intake form
- 8 Document the incident in writing: time, what happened, actions taken
- 9 Notify your insurance provider within 24 hours

Safety requirements

- First aid kit stocked and accessible in the studio
- AED (automated external defibrillator) on-site and tested regularly
- At least one CPR-certified staff member on duty during all hours
- Fire extinguisher inspected and within reach
- Emergency exits clearly marked and unobstructed
- Signed waivers and health screening forms on file for every client

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CHAPTER EIGHT

How to Keep SOPs Alive

The hardest part of SOPs isn't writing them. It's keeping them current and making sure your team actually uses them.

Make SOPs accessible

- Store them in a shared digital folder your whole team can access
- Print and post them near the relevant area (front desk, equipment room, break room)
- Include them in your team onboarding packet so every new hire starts with them

Build SOPs into your culture

- Reference them in team meetings and one-on-ones, not just during onboarding
- Celebrate consistency when someone follows the process well
- Lead by example and follow the SOPs yourself

If you're starting from zero, don't try to write all of these in a weekend. Pick the one area that causes you the most friction right now. Write that SOP first, use it for two weeks, refine it, then move on to the next one.



"ABC Glofox is more than a software platform. They're a partner for my future."

Victoria Thomas, JourneyFit



Ready to put your SOPS into action

With ABC Glofox, you can automate client onboarding, manage your class schedule, track memberships and revenue, and give your clients a seamless booking experience through your own custom branded app.

[Book a Demo](#)



"Having the branded app is huge. It's really user-friendly at the backend, and for clients too, which is the most important thing."

Hannah Bratcher, Studio Fire