



PLAYBOOK FOR BOXING STUDIOS

The Boxing Studio SOP Starter Pack

A practical starter set of Standard Operating Procedures (SOPs) for class setup, bag rounds, intake, payments, retention, staff onboarding, and crisis response. Built for owner-operators of single-site boxing studios who want every shift to run the same way.

WELCOME

Built for the coach-owner

You opened a boxing studio because you love the sport and you wanted the room to feel like yours. You did not open it to spend Sunday evening reconciling card payments, chasing a no-show list, or rewriting the cleaning rota in a notebook nobody reads.

A Standard Operating Procedure (SOP) is the simplest fix for that. An SOP is a written, repeatable way of doing a recurring task: opening the gym, setting up a bag-round class, signing up a new member, closing the till. Done well, an SOP makes your studio run the same way whether you are on the floor, your head coach is on, or a junior staff member is covering a shift on their own.

This Starter Pack gives you working drafts for the SOPs every boxing studio needs. You can use them as written, edit them to match your space, or hand them to a new staff member on day one.

A SHORT NOTE ON SCOPE

This pack is written for SMB boxing studios: class-based bag-round programs, ring-boxing clubs, and hybrid models that blend coach-led classes with open-gym time. ABC Glofox is the studio platform inside ABC Fitness Solutions, the parent operator with 40+ years in fitness software. ABC Glofox itself launched in 2014 and is purpose-built for studios; the references in this pack are to ABC Glofox.

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Section 1

How to use this pack



What an SOP actually is

An SOP describes one task, in order, for one role, with the inputs and outputs named. It does three jobs at once:

- 1 It removes guesswork on a busy shift.
- 2 It trains a new staff member in minutes instead of weeks.
- 3 It gives you, the owner, a way to audit the studio without micromanaging.

How to roll these out

- Start with two SOPs: opening checklist and class setup. They are the highest-frequency procedures and the easiest to adopt.
- Print them and pin them to the wall the first week. Move them into your staff app once the team uses them automatically.
- Review every SOP once a quarter. If reality has drifted, update the SOP, do not blame the staff.

Two principles to hold

- **Every SOP names a single role owner.** The opening coach. The duty manager. Not someone.
- **Every SOP has a verification step.** A box ticked, a photo logged, a cash-count signed. If a step is not verified, it is not a step.

ABC Glofox is so systematic it makes my life much easier. Right now, I am focused on doubling down on growth. With ABC Glofox, I will be able to double the income without doubling the work.

James Murphy, Founder, BeatBox Boxing Club

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Section 2

Studio opening checklist SOP



OWNER OF THIS SOP	FREQUENCY	TIME REQUIRED
Opening coach (assigned to the first shift)	Every operating day, before the first session	25 to 35 minutes

Steps

- 1 Unlock and disable alarm.** Confirm front door, fire exits, and any roll-up shutter are functional.
- 2 Lights, ventilation, climate.** Aim for 64 to 68 degrees Fahrenheit (18 to 20 degrees Celsius) on the floor for class-based boxing. Ring-boxing rooms with heavy bag work run warmer; aim for the lower end. If you run a sauna or heated recovery space, follow the manufacturer procedure.
- 3 Music and AV.** Test the speaker system at low volume. Confirm the round timer or class-clock is on the right interval before any class.
- 4 Bag and equipment walk.** Visually inspect every heavy bag, speed bag, double-end bag, and any ring ropes or canvas. Look for split seams, exposed chain, or loose mounts. Anything out of spec is tagged out of service and logged (Section 9).
- 5 Front desk and POS.** Confirm the till float is correct. Confirm card reader and member-app check-in are online. Confirm the day roster is visible.
- 6 Bathrooms and changing rooms.** Stocked, clean, dry. If anything is out, restock now, do not wait for the first member.
- 7 Member-facing screens and signage.** Today schedule visible. Any promo or class change posted at eye height.
- 8 Pre-class brief.** The opening coach reviews the first class roster, including first-time members, intro-pack holders, or members on a medical note from intake.
- 9 Sign and date the opening log.** A signature in the opening log is the single proof that this SOP was completed.

WHAT "DONE" LOOKS LIKE

Opening log signed by the named opening coach. Equipment log updated if anything was tagged out. Studio is ready for the first member to walk in 15 minutes before class.

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Section 3

Class setup SOP

This SOP covers three class formats. Use the section that applies; if you run more than one format, use them in sequence.

3a. Bag-round class

Owner: Lead coach for the class.

- 1 Set the round timer for the published format (commonly 3-minute rounds with 30 to 60 seconds rest).
- 2 Walk the floor and spot-check each station: bag stable, gloves and wraps available for rentals, water station full.
- 3 Pull the class roster on the staff app. Greet first-timers by name. Confirm any waiver flags or medical notes from intake (Section 4) before warm-up.
- 4 Run the class to the published format. Hold the rest interval; that is what the format promises members.
- 5 Close with the cool-down, the next-class prompt, and a thank-you to first-timers.
- 6 After class, return rental gloves to the cleaning queue (Section 9).

3b. Ring session

Owner: Lead coach with the relevant coaching credential for sparring or technical work.

- 1 Confirm the session type on the schedule: technical, conditioning, controlled sparring, or open ring.
- 2 Walk the ring corners, ropes, and canvas. If rope tension is off, do not run sparring; re-rope or move to technical work.
- 3 Pull the roster. For sparring, confirm every participant has cleared the studio sparring readiness criteria (logged at intake or a later promotion).
- 4 Pair members by experience and weight. Document the pairings in the session log.
- 5 Run the format. Hold the bell or timer.
- 6 End-of-session debrief, even if short. Injuries, near-misses, or coaching observations go in the session log.

3c. Hybrid open-gym block

Owner: Duty coach.

- 1 Open-gym blocks are bookable but unstructured. Confirm capacity is set and equipment-share rules are posted.
- 2 Run a soft check-in: greet every member, confirm they are signed in, ask if they want a coaching cue.
- 3 Walk the floor every 20 minutes. Open-gym is where injuries happen quietly; a coach making the round is the SOP, not optional.
- 4 Close the block on the schedule. Wipe-down (Section 9) is the same as for a class.

WHY BAG-ROUND SCHEDULING MATTERS

Class-based boxing depends on filling fixed-time rounds. ABC Glofox is built around that pattern: scheduled classes, capacity-managed rosters, automated reminders, and waitlists that auto-fill empty bag slots.

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Section 4

Member intake and waivers SOP

OWNER

Front-desk staff (or duty coach if no front desk)

FREQUENCY

Every new member, every trial pass, every drop-in

Steps

- 1 Greet the prospect. Confirm whether they are a trial, drop-in, or full-member sign-up.
- 2 Walk them through the digital waiver. The waiver must be signed before the warm-up of their first session. No signature, no class participation. The studio insurance position depends on this.
- 3 Capture the standard intake fields: name, email, phone, emergency contact, date of birth, prior boxing experience (none, recreational, competitive), any medical condition relevant to high-intensity training (heart, asthma, recent injury, pregnancy).
- 4 Flag anyone medically cleared but whose history needs the lead coach attention. The flag travels with the member class roster, not on a sticky note.
- 5 Show them the locker, the bag area, the water station, and the bathrooms. A 90-second tour.
- 6 Confirm their first booking. Send the welcome email through the platform; do not retype it from memory.

WAIVER STORAGE

- Digital signature, time-stamped, stored against the member record.
- No paper-only waivers. Paper gets lost, paper gets damp, paper does not survive a claim.

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Section 5

Payments setup SOP

OWNER

Studio owner (setup) and front-desk lead (ongoing)

FREQUENCY

Once at platform setup; reviewed monthly

Steps

- 1 Decide your billing cadence per product: monthly recurring memberships, fixed-term passes (for example 10-class packs), and intro offers (for example first-month).
- 2 Configure recurring memberships on autopay. Autopay is the single biggest lever on collection rate; manual collection is where revenue leaks.
- 3 Configure automated retries on failed payments. Card failures are common and most retry successfully within seven days if you let the system try.
- 4 Set late-cancel and no-show policies on the booking flow. Publish the policy where members can read it before they book; a policy nobody can find is a complaint waiting to happen.
- 5 Confirm your point-of-sale (POS) for retail (gloves, wraps, water, branded apparel). Categorize products so the monthly report tells you what is selling.
- 6 Reconcile weekly. Pull the payouts and transactions report, match it to the bank deposit, and resolve any variance the same week.

COMPLIANCE NOTES

- Use a Payment Card Industry (PCI) compliant payment processor. ABC Glofox payments are PCI-compliant.
- Confirm tax handling matches your jurisdiction.
- Store no card data outside the processor.

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Section 6

Retention SOP

OWNER	FREQUENCY
Studio owner, with the head coach as floor-level operator	Weekly at-risk review; quarterly program review

What retention means here

A member is retained when they keep showing up and keep paying. Both halves matter. A member who stops attending three weeks before they cancel has already left; the cancellation is the paperwork.

Steps

- 1 Weekly at-risk check.** Pull the at-risk member report: members whose attendance dropped below their personal baseline, or whose payment failed and did not retry clean.
- 2 Action by tier.** Match the outreach to the risk: a light nudge for a first missed week, a personal coach check-in for a longer gap, a save offer for a failed payment.
- 3 Win-back.** Configure an automated win-back journey for churned members: a check-in at 30 days, an offer at 60 days, then a permanent ask-back-in path.
- 4 Quarterly review.** Look at the cohort retention curve. Where members consistently drop, look at what changed in their first 30, 60, or 90 days. Most churn is set in week one.

RETENTION PROOF
Heritage Martial Arts reports 90% retention on the ABC Glofox platform.

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Section 7

Staff and coach onboarding SOP



OWNER Studio owner	FREQUENCY Every new hire (coach, front desk, manager)
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Day one

- 1 Tour the studio. Identify all fire exits, the first-aid kit, the fire extinguisher, the AED if present, and the cash drawer.
- 2 Walk through this SOP pack. Read the opening checklist and the class setup section together.
- 3 Set up the new hire account on the staff app: roles and permissions, schedule visibility, and POS access if applicable.
- 4 Pair them with a senior coach for two shifts before they run a class on their own.

Week one

- 1 Shadow opens, classes, and closes. The new hire is observing, not running.
- 2 Day-end debrief each day. Five minutes, written.
- 3 By end of week one, the new hire signs an acknowledgment that they have read the SOP pack.

Ongoing

- Quarterly coach development session: technical updates, safeguarding refresh, member-experience review.
- Annual SOP review: the staff who run the SOP every day are the best editors of the SOP.

WHY THIS MATTERS

A new coach who has read the pack and shadowed a week runs your studio the way you would, on a shift you are not there for. Onboarding is how an SOP becomes a habit instead of a document.

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Section 8

Daily, weekly, and monthly ops cadence



A cadence is the rhythm of the studio: what happens daily, what happens weekly, what happens monthly. Without one, owners default to firefighting.

Daily

- Opening checklist (Section 2), signed.
- Class setup per session (Section 3).
- Cleaning rota per session (Section 9).
- Closing checklist: lights, locks, alarm, cash count if applicable, day-end report to owner.

Weekly

- Pull attendance, revenue, and at-risk reports. 30 minutes, owner plus head coach.
- Reconcile payouts (Section 5).
- Equipment walk: full inspection of bags, ring, gloves stock, wraps stock.

Monthly

- Membership review: new sign-ups, cancellations, freezes, upgrades.
- Marketing review: which intro offer or referral channel converted; the next month promotion.
- SOP audit: pick one SOP and watch it run; if reality has drifted, update the SOP.

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Section 9

Cleaning and equipment SOP

Owner: Duty coach for the session; studio owner for the monthly deep-clean.

After every class

- Wipe heavy bags with the studio approved disinfectant.
- Return rental gloves to the cleaning queue: sprayed inside and out, air-dried, never returned to the rack damp.
- Sweep the bag-area floor; bags drop more dust than people expect.
- Empty and wipe the class-side water station.
- Reset the round timer to default.

Weekly

- Heavy bag inspection: chains, swivels, seams. Tag any bag with a split seam or exposed chain out of service immediately.
- Speed and double-end bag inspection.
- Glove rental stock: pull any glove with a split palm, exposed foam, or persistent odor. Replace.
- Ring upkeep: check ropes, turnbuckles, and canvas. Tighten ropes per the manufacturer schedule. Replace any rope showing fray.

Daily

- Bathrooms and changing rooms cleaned at open, mid-day, and close.
- Reception and POS surfaces wiped at every shift change.
- Mop the bag-area floor at close.

Monthly

- Deep clean of the bag-area floor, including under racks.
- Full ring service: canvas wash, padding inspection, corner pad inspection.
- Heavy-bag rotation by hanging position to even out wear.
- Re-stock first-aid kits.

EQUIPMENT LOG

Every tag-out, repair, or replacement is logged with date, item, action, and the staff member who performed it. The log is the studio record for insurance and for buying decisions.

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Section 10

Crisis SOP

A crisis SOP is the procedure for events you hope never happen. Treat it as the most important SOP in the pack.

Member injury during a class

- 1 The lead coach pauses the class.
- 2 Assess the member. If minor (a turned ankle, a small cut), administer first aid and document.
- 3 If anything more serious, call emergency services first, document second. Do not move the member except to clear an immediate hazard.
- 4 Notify next of kin from the emergency-contact field captured at intake (Section 4).
- 5 Within 24 hours, the owner files a written incident report: date, time, witnesses, what happened, what was done, who was notified.
- 6 Within 72 hours, the owner reviews the incident with the head coach and decides whether the SOP needs to change.

Fire or evacuation

- 1 Activate the alarm. Call emergency services.
- 2 Lead coaches walk every room (bag area, ring, locker rooms, bathrooms, office). The duty coach holds the class roster as the headcount.
- 3 Assemble at the published meeting point. Headcount against the roster.
- 4 Do not re-enter until cleared by emergency services.

Power, water, or HVAC failure

- 1 Duty coach assesses safety. If the floor cannot be safely run, pause classes.
- 2 Communicate through the platform announcement and push notification. Do not rely on social media as the primary channel.
- 3 Issue make-good credits or class transfers for affected sessions, logged against each member.

Data or platform outage

- 1 Front desk reverts to a printed roster of the day, kept current daily.
- 2 Member check-in is by name against the printed roster.
- 3 Payment is paused until the platform is back; do not run untracked manual transactions.
- 4 Once restored, reconcile attendance and payments to the printed roster.

Safeguarding incident

- 1 The staff member who witnesses or receives the disclosure documents it the same day.
- 2 The studio owner is notified the same day.
- 3 The studio acts in line with local law and its safeguarding policy. If a minor is involved, follow mandatory reporting requirements for the jurisdiction.

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Section 11

Your boxing studio SOP checklist

Print this page. Tick off as each SOP is written, adopted, and reviewed.

Opening checklist SOP

- ☐ Drafted and reviewed by the studio owner
- ☐ Owner role named (opening coach)
- ☐ Verification step in place (signed opening log)
- ☐ Adopted by the team for 14 consecutive operating days
- ☐ Quarterly review date scheduled

Class setup SOP (bag round)

- ☐ Drafted
- ☐ Owner role named (lead coach)
- ☐ Format and timer documented
- ☐ First-timer greeting step adopted
- ☐ Quarterly review date scheduled

Class setup SOP (ring)

- ☐ Drafted
- ☐ Sparring readiness criteria written
- ☐ Pairing rules documented
- ☐ Session log adopted
- ☐ Quarterly review date scheduled

Class setup SOP (hybrid open-gym)

- ☐ Drafted
- ☐ Capacity and rules posted
- ☐ 20-minute floor-walk adopted
- ☐ Quarterly review date scheduled

Member intake and waivers SOP

- ☐ Drafted
- ☐ Digital waiver in place
- ☐ Medical-flag travel-with-roster confirmed
- ☐ First-booking handoff confirmed

Payments setup SOP

- ☐ Drafted
- ☐ Autopay configured on recurring memberships
- ☐ Automated retries configured
- ☐ Late-cancel and no-show policies published
- ☐ Weekly reconciliation in cadence

Retention SOP

- ☐ Drafted
- ☐ Weekly at-risk pull in cadence
- ☐ Action-by-tier rules adopted
- ☐ Win-back journey live
- ☐ Quarterly cohort review scheduled

Staff and coach onboarding SOP

- ☐ Drafted
- ☐ Day-one walk-through adopted
- ☐ Week-one shadow rotation adopted
- ☐ Acknowledgment captured

Ops cadence

- ☐ Daily checklists in place
- ☐ Weekly review on the calendar
- ☐ Monthly review on the calendar

Cleaning and equipment SOP

- ☐ Per-class wipe-down adopted
- ☐ Daily clean adopted
- ☐ Weekly inspection scheduled
- ☐ Monthly deep clean scheduled
- ☐ Equipment log live

Crisis SOP

- ☐ Injury procedure printed and posted
- ☐ Evacuation procedure printed, posted, rehearsed
- ☐ Power/water/HVAC procedure documented
- ☐ Outage procedure documented (printed roster live)
- ☐ Safeguarding policy in place

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Section 12

Templates appendix

The templates below are starting points. Replace the bracketed text with your studio details.

Template A. Opening checklist

[STUDIO NAME] / OPENING CHECKLIST / [DATE]

Opening coach: _____

Time started: _____

☐ Door, alarm, exits

☐ Lights, ventilation, climate (64-68 F / 18-20 C)

☐ Music and AV, round timer

☐ Bag and equipment walk (log tag-outs below)

☐ Front desk, POS, member-app check-in

☐ Bathrooms and changing rooms

☐ Member-facing schedule and signage

☐ First-class roster reviewed

Tag-outs / equipment notes:

Signed: _____

Time finished: _____

Template B. Class setup (per session)

[CLASS NAME] / [DATE] / [TIME]

Lead coach: _____

Format: [bag-round / ring / hybrid open-gym]

Timer: [e.g. 12 x 3-min rounds, 30s rest]

Capacity: ____ / Booked: ____ / Walk-ins: ____

First-timers (greet by name): _____

Medical flags from intake: _____

Pairings (ring sessions): _____

Post-class notes (incidents, observations):

Template C. Member intake form

[STUDIO NAME] / MEMBER INTAKE

Date: _____

Name: _____

Email: _____

Phone: _____

Emergency contact (name + phone): _____

Date of birth: _____

Boxing experience: [☐ None [☐ Recreational

[☐ Competitive

Relevant medical (heart, asthma, injury, pregnancy, other):

☐ Digital waiver signed and stored

☐ First booking confirmed

☐ Welcome email sent through the platform

Template D. Equipment log

DATE | ITEM | ACTION | BY

(action = inspected / tagged out / repaired / replaced)

_____ | _____ | _____ | _____

_____ | _____ | _____ | _____

_____ | _____ | _____ | _____

Template E. Weekly ops review

WEEK OF: _____

Owner: _____ Head coach: _____

Attendance trend (vs prior 4-wk avg): _____

Revenue trend (vs prior 4-wk avg): _____

At-risk members reviewed (count/actions): ____

Equipment tag-outs this week: _____

SOP changes proposed: _____

Top three actions for next week:

1. _____

2. _____

3. _____

Template F. Incident report

[STUDIO NAME] / INCIDENT REPORT

Date and time of incident: _____

Location in studio: _____

Member(s) involved: _____

Witnesses (staff and members): _____

What happened:

Action taken at the time:

Notifications (next of kin, services):

SOP review action (within 72 hours):

Filed by: _____

Reviewed by: _____



SECTION 13 • NEXT STEP

See ABC Glofox in action

You have the SOPs. The platform is what lets you run them at studio scale: bag-round-friendly scheduling, automated reminders, autopay and retries, a branded member app, retention insights, and one connected report instead of five spreadsheets.

Book a Demo →



■ Fill every round

Bag-round-friendly scheduling, capacity-managed rosters, and waitlists that auto-fill empty bag slots.

■ Protect the revenue

Autopay, automated retries on failed cards, and one connected payouts report instead of five spreadsheets.

■ Keep members

At-risk reporting, automated win-back journeys, and a branded member app that keeps the studio in the room.