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Club**Pro** 2.0

Club Management System

# SPECIFICALLY DESIGNED TO SUIT THE UNIQUE NEEDS OF THE CLUB INDUSTRY

## FOCUS ON YOUR CLIENTS

ClubPro tracks demographic information on each client that visits your club. By tracking pertinent notes on medical history and preferences, you can be sure that everyone within your operation knows exactly what each guest requires to ensure that their every expectation is met. A very detailed transactional history gives your staff the ability to use past transactions to generate guest invoices, process returns, and even schedule future appointments.

With ClubPro's group booking capabilities, multiple guests may be booked under one reservation number or individual numbers. In addition, itineraries for a group of clients, such as a bridal party or corporate group, are available. Whether you're booking manicures for 20, or full-day club packages for 8, ClubPro efficiently processes even the most complex appointments.

## PRODUCT FEATURES

Activity scheduling.

Resource management.

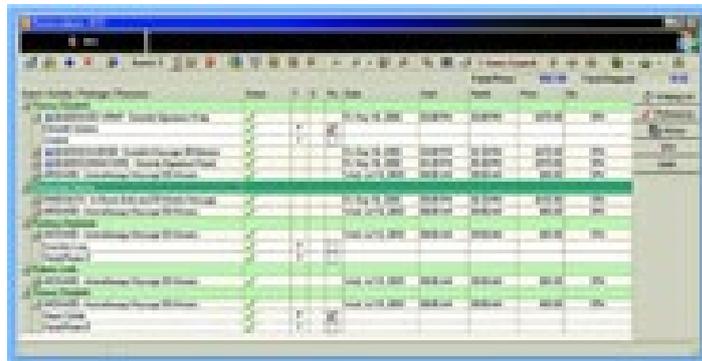
Internet scheduling.

Club membership.

Inventory management.

Point-of-Sale.

User defined and standardized reporting.



Client ID	Name	Age	Gender	Membership Type	Start Date	End Date	Status
1001	John Doe	35	Male	Basic	2020-01-01	2021-12-31	Active
1002	Jane Smith	28	Female	Basic	2020-03-15	2021-12-31	Active
1003	Mike Johnson	42	Male	Basic	2019-06-01	2021-12-31	Active
1004	Sarah Lee	22	Female	Basic	2020-09-01	2021-12-31	Active
1005	David Kim	38	Male	Basic	2020-02-01	2021-12-31	Active

Track the Demographics of Your Clients

One of life's greatest pleasures... to be pampered and indulged !

Whether nestled in a majestic mountain setting, or exposed to the rolling tide of the ocean, guests to your club expect to have the experience of a lifetime. Providing an exceptional guest experience is what allows a club operation to distinguish itself as a leader in the marketplace. An industry-standard for more than 10 years, ClubPro combines advanced technological prowess with sound operational knowledge. The end result is a user-friendly, robust application designed to assist in the total management of your club.

We truly believe that it should be a pleasure doing business with us and we make every effort to ensure that your support expectations are consistently met in a courteous and timely manner. Application support, technical support and hardware/network consulting are provided as part of your annual support contract.



## IMPROVE SCHEDULING EFFICIENCY

One of the most compelling reasons to automate your club is that technology truly drives your ability to maximize your club's bookings without fear of over booking your resources. ClubPro empowers your business to schedule any number of activities, for any number of guests, over any period of time, simultaneously, based on your available resources.

It all begins with our "Visual Book" in which you add, edit or delete reservations. The Visual Book displays all appointments with colors and icons for quick identification of appointment type. Moreover, you can view the book by provider, facility or equipment.

The Visual Book gives you seamless access to activities, providers and guest profiles, and has functions you'll find imperative to your operation.

The ability to check in arriving appointments, print,

e-mail or fax an extensive library of guest itineraries, and direct access to Point-of-Sale for processing transactions are all available from within the Visual Book.

In addition, ClubPro has incorporated a powerful central reservations function which can also be used to book club appointments.

While individual appointments can be booked within this module, its strongest attribute is the ability to quickly process multiple guests, multiple services, and group bookings.

The central reservations feature simplifies complex booking situations. It also offers your guests a list of available times in which their services can be accommodated.

## RESOURCE MANAGEMENT & AUDIT CAPABILITIES

A key aspect of delivering quality guest service resides in utilizing the time and expertise of your personnel efficiently. ClubPro makes your staff schedules, staff notes and payroll reporting more accessible. Commission structures can be calculated for a variety of schemes including percentage, flat dollar, activities performed, and retail items sold.

Since your operation encompasses more than just therapists and estheticians, there is also a need to schedule other resources such as wet rooms, dry rooms, and specialized equipment. The impressive roster of features within ClubPro offers you a myriad of options to maximize usage of your providers, facilities and equipment.

By tracking which services can be provided or utilized by each of your resources, you can manage your resource schedules and qualifications to avoid booking errors.

The ClubPro appointment audit log allows your club to track an appointment from the time it was created, to the time payment is received, recording any changes made along the way.

Whether moving an appointment from Wednesday to Friday, or changing a client's profile to reflect a noted reaction to a product, tracking changes in the system is an important part of successful customer service.



The Visual Book

# FINANCIAL AND MANAGEMENT REPORTING:

For many club operations, showing the value that the club brings to the resort or to the owner is an imperative part of business. ClubPro has a library of more than 100 reports that enables you to track and manage everything from cash flow to liabilities.

ClubPro system, including Guests, Itineraries, Reservations, Point-of-Sale, Payroll, Sales, and Inventory may be easily exported to various formats including Excel, Word and Lotus. Although you will most likely use some of the reports daily, many of the reports can also be generated based on a date range to aid you in comparing week to week and month to month profits.

In addition, end-of-day reports can be launched at the touch of a button directly from Point-of-Sale. ClubPro also includes guest demographic reporting capabilities with access to additional information stored in the database (birthdays, first visit, last visit, guest types, and referrals).

## Report Types:

- Employee Commissions.
- Gratuities.
- Inventory Status
- Sales Analysis
- Customer Service
- Payment History
- Point-of-Sale Activity
- Liabilities

### Sales Analysis by Business Line

Print Date/Time: 05/16/2003 - 3:42:10PM      Printed By: SMISSFASOFT

Sorted by Business Line and Date Sold  
Date Range: 5/15/2003 - 5/15/2003

Biz Center: SPA - Serenity Spa

Business Line	Qty	Price	Discount	Net Price	Number of Sales	Number of Return Items	Total Sales
Sales	1	45.00	0.00	45.00	1	0	45.00
Massage Service	4	40.00	0.00	40.00	4	0	160.00
RETAL - Massage/OT Item	3	70.00	0.00	70.00	3	0	210.00
RETAL - Clothing	2	50.00	0.00	50.00	2	0	100.00
RETAL - Spa/Spa Products	1	50.00	0.00	50.00	1	0	50.00
RETAL - Room	1	45.00	0.00	45.00	1	0	45.00

Reporting Options to Track Expenses and Revenue



## INVENTORY & RETAIL POINT-OF-SALE

Retail sales significantly contribute to your operation's bottom line. Within the ClubPro application lies a powerful inventory and Point-of-Sale system to help manage your ordering and purchasing processes.

**Inventory:** ClubPro's inventory capabilities offer tracking of vendor names and purchase orders, as well as the ability to produce bar code labels for products, which can be scanned by your staff for quick access. In addition, ClubPro has the ability to monitor in-stock quantities and respond with a reminder in the event that your inventory decreases below acceptable levels.

**Point-of-Sale:** Upon your guest's arrival, their appointment is checked in and a transaction is opened to allow for the tracking of their charges. Because ClubPro is designed to be "guest friendly," your staff will have easy access to your guest's purchase history and preferred product information. Discounts can be applied



Manages Your Most Complex Point-of-Sale Needs

at point-of-sale, or can be automatically applied to specific user-defined guest types. In addition, the Point-of-Sale functionality can sell a series of appointments, and also track the visits and liabilities of that series. Gift certificate sales and redemption are also efficiently tracked within the guest's profile.

### Product Features:

- Gift certificate and series tracking.
- Interfaces to third-party credit card authorization software.
- Interfaces to various property management systems.
- Scanner compatible.



### **Membership Information:**

For those clubs that offer membership benefits in a fitness facility or club, ClubPro's add-on Membership Information module permits the you to assign guests into Membership Categories. Each Membership Category can be established for a user-defined period of time and automatically provides the guest with specific service/product sales and discount privileges. Member gate access times and a photo image can be displayed upon member check in.

### **Internet Booking:**

Once their selection of services or activities has been entered, the guest will be instructed to provide their credit card number in order to secure the booking. In addition, this module allows members of your staff to make appointments in your ClubPro application using real-time data over the internet. This is an ideal set up for a concierge who needs to book appointments, yet does not require full access to the system.

### **Training:**

Training services are offered to assist the operational staff in their transition to live day-to-day processing. Specifically, our instructor will monitor the operation of the staff as they perform their tasks on the computer and will demonstrate alternate or more efficient pro-

cedures where appropriate. In addition, the instructor is available to trouble-shoot any operational or set-up issues that may arise.

We include your front line staff, management, and therapists, if necessary, in learning the most effective ways to work with the system.



Guest Profile to Aid in Identifying Members Upon Check-in

# AIDS YOUR STAFF IN PROVIDING THE IMPECCABLE GUEST SERVICE THAT YOUR CLIENTS DESIRE



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