

Build Confidence and Purpose with Pilates

Season 2 · Episode 4 · First-Class Checklist · Tania Huddart

A new client's first class is the most sensitive time of all. They're nervous, and the equipment looks strange. A bit threatening, even. So hold on to one thing: their class doesn't start on the mat. It starts at the front door.

You don't have to be clever on your first day with a new client. You just have to look after them. Tick each step as you go.

New client

Date

1. At the front door

- ☐ Introduce yourself at the door and make them welcome.
- ☐ Ask them to take their shoes off.
- ☐ Let them walk ahead of you into the studio. That short walk is your first look at how they stand and walk.

2. Settling in

- ☐ If they haven't filled in their health form online, they can do it now.
- ☐ Offer them a glass of water, and somewhere to put their coat and bag.
- ☐ Stay in the studio while they fill in the form, so they can ask you things.

3. Talking it through

- ☐ Go through the main points on the form together. Build a clear picture of their health and what they need.
- ☐ Ask about their goals. Not "do you want a strong core". What do they want to be able to do?
- ☐ Make any extra notes as they come up.

4. The class

- ☐ Introduce what Pilates is and where it came from.
- ☐ Connect the class to their goals, so it isn't a lecture. Tell them what each exercise does for their life.
- ☐ One idea at a time. Show it without talking, then give one cue.
- ☐ Offer choices before an exercise: a rolled-up mat to sit on for tight hamstrings; forearms, or hands on a rolled mat, for sore wrists.
- ☐ If something hurts, ask them to stop and rest in child's pose, or lie on their back and hug their knees in.

5. The farewell

- ☐ Book them in for the next class before they leave.
- ☐ Take their payment.
- ☐ Tell them they might feel a bit tired for the next 24 hours. That's normal after deep work like this.
- ☐ Suggest they drink some water, and get in touch if anything feels uncomfortable.
- ☐ Check they've got their things, and see them to the door.

6. Afterwards

- ☐ Write your notes: the exercises you did, and what you noticed about how they moved.

Notes

Clever can come later. Kind has to come first.

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