



Training Guide for COACHES

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[Meet Amy Pazahanick: The Visionary Behind Agape Tennis Academy](#)

OWNER | CEO AMY PAZAHANICK, PTR, PPR & PPTR

Amy Pazahanick is the dynamic CEO of Agape Tennis Academy, managing public tennis centers in Fountain Valley, California, Oxnard, California, and Atlanta, Georgia. With over 15,000 tennis and pickleball players annually, Amy oversees a dedicated team of more than 125 coaches, administrative professionals, and business managers. Her innovative management style and systematic approach have enabled Agape to scale effectively and maintain high standards across all locations.



Certifications and Expertise

Amy's extensive qualifications include certifications from the USTA in Sports Science and High-Performance Player Development. She is also certified by the Professional Tennis Registry (PTR) for tennis, the Professional Pickleball Registry (PPR) for pickleball, and the Professional Platform Tennis Registry (PPTR) for platform tennis.

These credentials underscore her deep understanding of the sports and her commitment to excellence.

A Multifaceted Leader

Beyond her role as CEO, Amy is a coach, author, change expert, and serial entrepreneur. Her personal and professional transformation systems demonstrate how to blend entrepreneurship with purpose, passion, and perseverance. Amy's approach is not just about business success; it is about creating enterprises that positively impact communities and go beyond the bottom line.

Awards and Recognition

Under Amy's leadership, Agape Tennis Academy has received numerous accolades. The DeKalb Tennis Center was awarded Best of Decatur from 2019 to 2023, earning a spot in the Business Hall of Fame. In 2022, Agape received the City of Fountain Valley's Kindness Award, recognizing its commitment to H.E.A.R.T. The same year, Agape was named the Best Public Facility by the Professional Pickleball Registry, where Amy was also a featured speaker.

In 2021, Amy and Agape were honored by the United States Congress, the California Legislature Assembly, and the County of Orange for their contributions to the U.S. economy. Agape Tennis Academy also received the Best of Decatur Award in 2020 and 2021, highlighting its positive impact on the local community.

A Legacy of Excellence

Amy's dedication to her craft has earned her numerous personal accolades. In 2019, she was named PTR Georgia Member of the Year, and Tennis Media Group recognized Agape Tennis Academy as Organization of the Year. Agape was also selected as the GPTA's Program of the Year in 2018 and named 10 and Under Program of the Year in 2017. In 2016, Agape was voted Community Outreach Program of the Year by the GPTA.

The "Why" Behind Her Methods

Amy's structured approach to coaching and development is rooted in her extensive experience and passion for the sport. She believes in creating a supportive and systematic environment that fosters growth and excellence. Her approach is designed to empower both players and coaches, ensuring that everyone involved can achieve their full potential.

Amy's vision for Agape Tennis Academy is to continue expanding its reach while maintaining the high standards and community-focused approach that have become its

hallmark. Her leadership and innovative methods are a testament to her commitment to the sport and the positive impact it can have on individuals and communities alike.

Agape Culture

Agape “***Culture***,” the acronym **HEART**—standing for **Honesty, Excellence, Attitude, Responsibility, and Teamwork**—embodies the core values that guide players, coaches, and the entire community.

1. **Honesty:** For employees, honesty means maintaining transparency in all communications and actions. This includes being truthful with



colleagues, clients, and management. It fosters a culture of trust and integrity, ensuring that everyone feels respected and valued.

2. **Excellence:** Excellence for employees involves striving to deliver the highest quality of service and performance in all tasks. This means continually seeking to improve skills, staying updated with the latest industry practices, and going above and beyond to meet the needs of clients and the organization.
3. **Attitude:** A positive attitude is essential for creating a welcoming and supportive environment at Agape. Employees are encouraged to approach their work with enthusiasm, optimism, and a willingness to help others. This positive attitude contributes to a pleasant workplace and enhances client satisfaction.
4. **Responsibility:** Responsibility means being accountable for one's duties and actions. Employees are expected to be reliable, meet deadlines, and take ownership of their roles. This also includes being proactive in addressing challenges and contributing to the overall success of the academy.
5. **Teamwork:** Teamwork is about collaborating effectively with colleagues to achieve common goals. At Agape, this means supporting each other, sharing knowledge, and working together to provide the best possible experience for clients. Teamwork strengthens the sense of community and ensures that everyone can contribute to and benefit from the academy's success.

By embodying these values, employees at Agape Tennis Academy help create a positive, productive, and cohesive work environment that benefits both the staff and the clients they serve.

How to log into ClubAutomation

1. In your browser type: <https://agapetennis.clubautomation.com/>
2. Enter your username and password.

Welcome to Agape Tennis & Pickleball Academy!

Login to your account

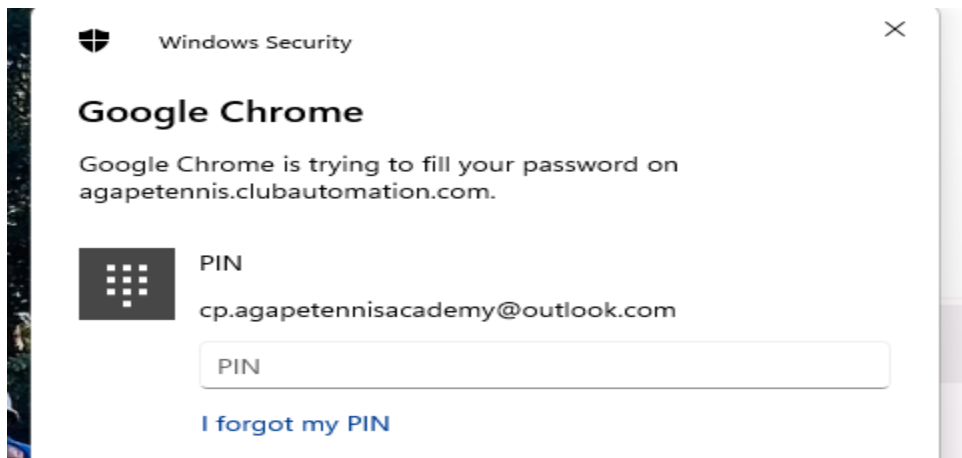
USERNAME

PASSWORD

[Forgot password?](#)

Login

3. If asked to enter a Pin enter 3922:



4. If you save your username and password, they will automatically populate:

USERNAME

ginalwoods@gmail.com

PASSWORD

.....


[Forgot password?](#)

Login


5. Select your Agape location by hitting the drop down:

Agape Tennis & Pickleball Academy

Select Location and/or POS



Chastain Park Tennis Center



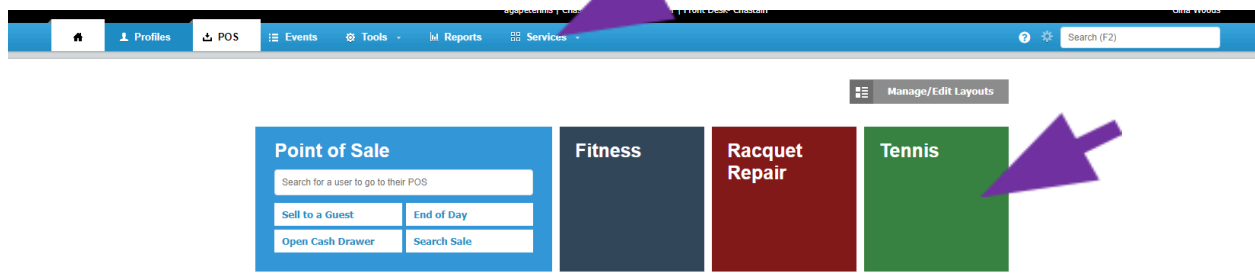
Front Desk- Chastain

☒

Remember Settings

[> Select](#)

6. You can either select the “Tennis tile” or select “Services” then select tennis.



7. This will bring you to the tennis schedule:

Tennis

Chastain Park

Reserve a Court

Schedule Lesson

Events

Block Time

Rain Court

Edit

Staff Scheduling

	Court 1 (Hard- Court 1)	Court 2 (Hard- Court 2)	Court 3 (Hard- Court 3)	Court 4 (Hard- Court 4)	Court 5 (Hard- Court 5)	Court 6 (Hard- Court 6)	Court 7 (Hard- Court 7)	Court 8 (Hard- Court 8)	Court 9 (Hard- Court 9)	
8am										8am
9am										9am
10am			Group class Andrei Ionescu Intermediate AM							10am
11am			Group class Andrei Ionescu Beginner AM 1.5HR						PL: McGill Schneider	11am
12pm										12pm
1pm										1pm
2pm				PL: Rocco Sylvan Sachs						2pm
3pm			PL: Chase Diestelhorst	PL: Rocco Singh						3pm
4pm	PL: Ionescu James	PL: Bunkley James	PL: Chase James	PL: Rocco James			PL: Ionescu Cohen		PL: Fusik Ford	4pm
			PL: Chase James				PL: Mendez James		PL: Fusik James	

How to Schedule a Private Lesson, Group Private Lesson, or Private Hitting Session

1. Once in Clubautomation, select Schedule Lesson (1), Select a Pro (2), Select Lesson Type (3), type in names of the student(s) (4)

(1) Tennis Chastain Park

Reserve a Court Schedule Lesson Events Block Time Rain Court Staff Scheduling

Event frequency Who will teach this lesson? Lesson type Who are the students?

Single lesson + Select a pro Please select + Add another Student

left Court 1 Court 2 Court 3 Court 4 Court 5 Court 6

2. Select the time of the Lesson. The time will turn purple.

Tennis Chastain Park

Reserve a Court Schedule Lesson Events Block Time Rain Court Staff Scheduling

Event frequency Who will teach this lesson? Lesson type Who are the students?

Single lesson + Joe Joe Hill x Private Lesson Gina Woods (Primary) + Add another Student

	Court 1 (Hard- Court 1)	Court 2 (Hard- Court 2)	Court 3 (Hard- Court 3)	Court 4 (Hard- Court 4)	(Ha
8am					
9am					
10am					
11am					

Group class
Andrei Ionescu

3. Select "Save Reservation."



Who are the students?

Gina Woods (Primary) ✕ Per Court/Hour \$ -default-

+ Add another Student

[Save Reservation](#)
[Cancel Reservation](#)
[Reservation Summary](#)

Court 4 (Hard- Court 4)	Court 5 (Hard- Court 5)	Court 6 (Hard- Court 6)	Court 7 (Hard- Court 7)	Court 8 (Hard- Court 8)	Court 9 (Hard- Court 9)

- Select "Confirm." You will see the day/time, court number and the amount for the lesson.

Reservation Summary

Day/Time: Fri 10:00AM-11:00AM
 Court: 1 (Chastain Park)
 Start Date: 09/13/2024
 End Date: 09/13/2024
 Duration: 1 week
 Holidays: --

The following members will be invoiced for the reservation:

No photo

Gina Woods

Invoice #1: \$90.00 (billed on 09/13/2024)

[Cancel](#) [Confirm](#)

- The lesson will now be on schedule.

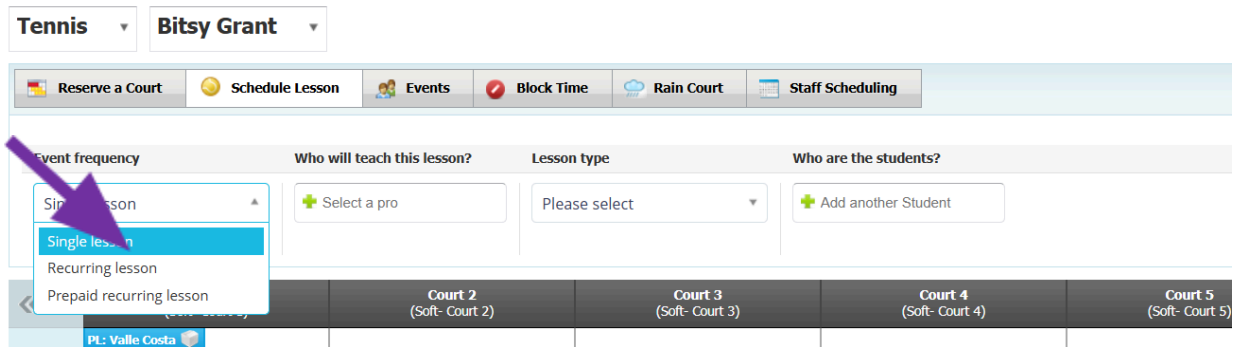
Tennis Chastain Park

[Reserve a Court](#)
[Schedule Lesson](#)
[Events](#)
[Block Time](#)
[Rain Co](#)

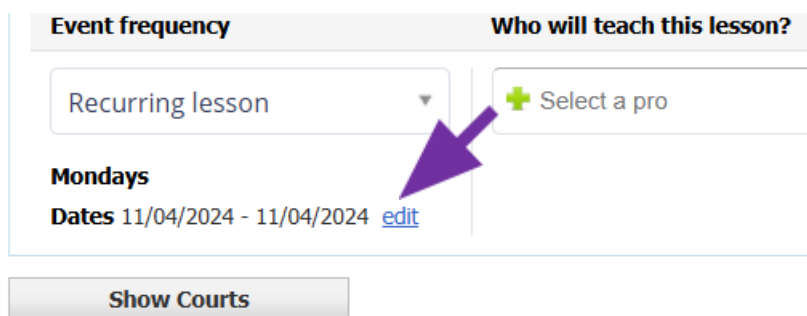
	Court 1 (Hard- Court 1)	Court 2 (Hard- Court 2)	Court 3 (Hard- Court 3)	Court 4 (Hard- Court 4)	Court 5 (Hard- Court 5)
8am					
9am					
10am	PL: Joe Hill Woods				
11am			Group class		

How to Schedule a Recurring PL, GPL, or PHS

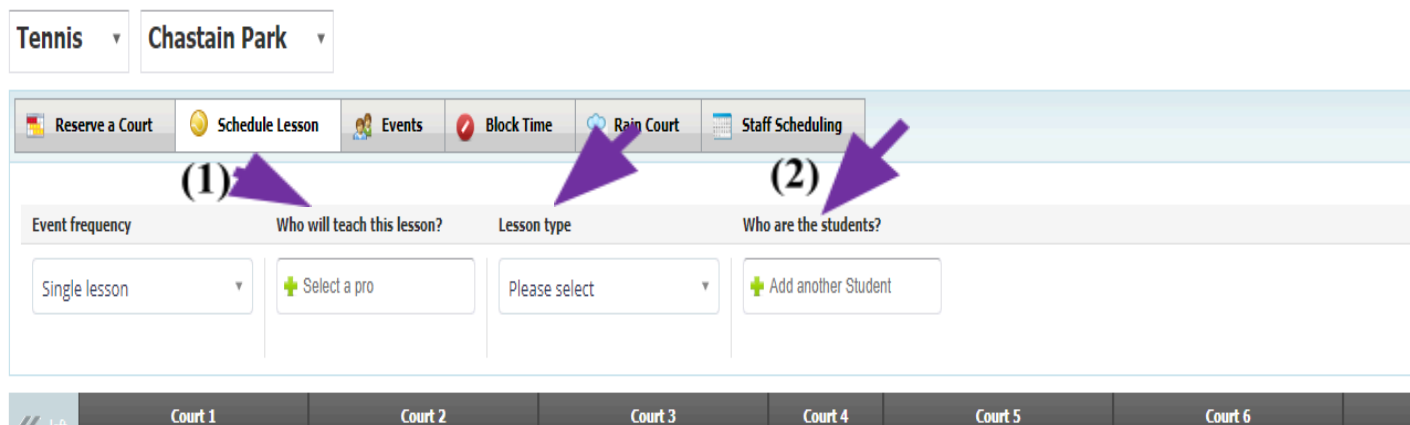
1. Once in Clubautomation, select Schedule a Lesson, then Recurring Lesson.



2. You **Must** edit your date range first for the recurring lesson.



3. Once you select the date range, select the Pro (1), select lesson type (2), type in names of the student(s) (3)



4. Select the time of the Lesson. The time will turn purple.

Tennis Chastain Park

Reserve a Court Schedule Lesson Events Block Time Rain Court Staff Scheduling

Event frequency: Single lesson Who will teach this lesson?: Joe Joe Hill Lesson type: Private Lesson Who are the students?: Gina Woods (Primary)

8am 9am 10am 11am

Court 1 (Hard- Court 1) Court 2 (Hard- Court 2) Court 3 (Hard- Court 3) Court 4 (Hard- Court 4)

Group class Andrei Ionescu

5. Select "Save Reservation."

Who are the students?: Gina Woods (Primary) Per Court/Hour \$ -default-

Save Reservation Cancel Reservation Reservation Summary

Court 4 (Hard- Court 4) Court 5 (Hard- Court 5) Court 6 (Hard- Court 6) Court 7 (Hard- Court 7) Court 8 (Hard- Court 8) Court 9 (Hard- Court 9)

6. Select "Confirm." You will see the day/time, court number and the amount for the lesson.

Reservation Summary

Day/Time: Fri 10:00AM-11:00AM
Court: 1 (Chastain Park)

Start Date: 09/13/2024
End Date: 09/13/2024
Duration: 1 week

Holidays: --

The following members will be invoiced for the reservation:

No photo

Gina Woods
Invoice #1: \$90.00 (billed on 09/13/2024)

Cancel

Confirm

7. The lesson will now be on schedule.

Tennis

Chastain Park

Reserve a Court

Schedule Lesson

Events

Block Time

Rain Co

	Court 1 (Hard- Court 1)	Court 2 (Hard- Court 2)	Court 3 (Hard- Court 3)	Court 4 (Hard- Court 4)	Court 5 (Hard- Court 5)
8am					
9am					
10am	PL: Joe Hill Woods				
11am			Group class		

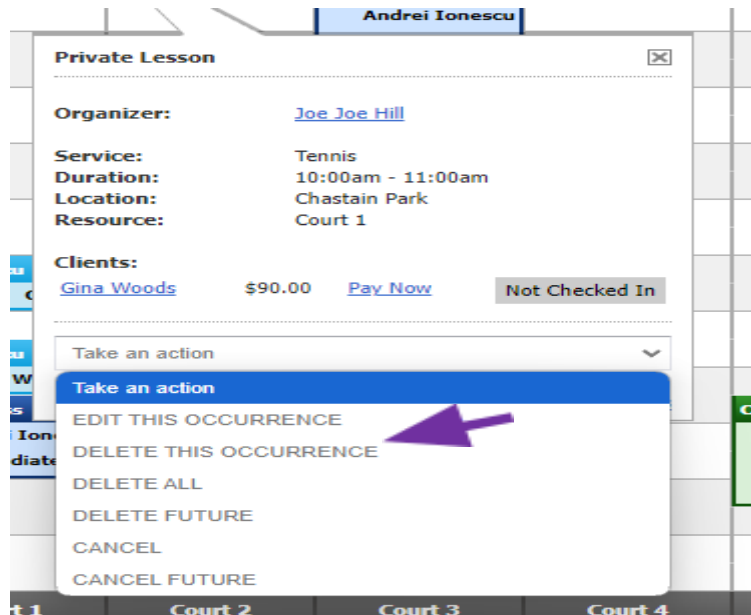
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How to Delete a Lesson

1. Log into Clubautomation.
2. Go to the correct date.
3. Click on the lesson you want to cancel. Then select the drop-down menu.

The screenshot displays a tennis court booking interface. On the left, a vertical timeline shows time slots from 10:00am to 7:00pm. The main area is a grid of courts. A lesson titled 'PL: Joe Hill' by 'Woods' is selected at 10:00am. A modal window titled 'Private Lesson' is open, showing details for the lesson: Organizer: Joe Joe Hill, Service: Tennis, Duration: 10:00am - 11:00am, Location: Chastain Park, Resource: Court 1. The 'Clients' section lists 'Gina Woods' with a fee of \$90.00 and a 'Pay Now' button. A 'Not Checked In' button is also present. At the bottom of the modal, there is a 'Take an action' dropdown menu. A mouse cursor is pointing at the dropdown menu. The background shows other courts and lessons, including 'Group class' by 'Andrei Ionescu' and 'Court Time' by 'Meissner'.

4. Select "Delete this Occurrence." **NEVER, NEVER, NEVER** select "Delete All."



How to Send out a General Email Blast

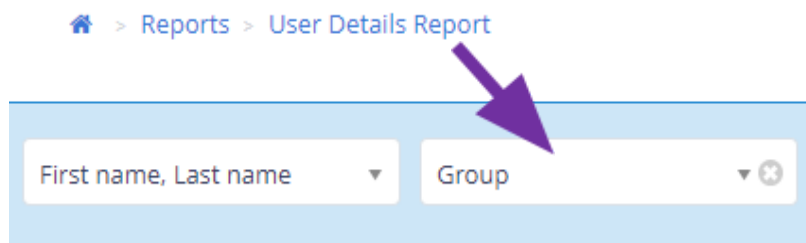
1. Select Reports



2. Select User Detail Report



3. Select Group (Select type of player)



4. Select Filter: Home Club

Select Home club ▼

Terms and Con

Add Filter ▼

Run Report


Search

- ☐ Future Cancellation Date
- ☐ Gender
- ☐ Guest visits
- ☐ Hold End Date
- ☐ Hold Fee
- ☐ Hold Reason
- ☐ Hold Start Date
- ☒ Home Club
- ☐ House Charge
- ☐ Import ID
- ☐ Last login
- ☐ Last name

5. Select export: Email.

Save Report

Export: Select Type



6. Type in your “Subject” (A) (always start with the Club Location ie: Bitsy Grant Intermediate Class) Add a file (B) Add information in the “Body” (C)

(A)

(B)

Add files...

Send Later Send

(C)

7. Hit send

How to Send out an Email Blast to a Specific Class

1. Select the Class (1) then select Take an Action (2), then select Roster.

The screenshot displays a tennis scheduling interface. A purple arrow labeled (1) points to a 'Group class' entry in a calendar grid. This entry lists 'Andrei Ionescu' and 'Goduto Winter' as participants, with 'PL: Ionescu' below. A second purple arrow labeled (2) points to a 'Take an action' dropdown menu at the bottom of the interface. A modal window titled 'Group class' is open, showing details for 'Goduto Winter USTA Coaching - CP'. The modal includes fields for Service (Tennis), Duration (09:00am - 10:30am), Location (Chastain Park), Resource (Court 4), and Attendance (0 / 7). It also lists 'Created By: Bri Reynolds' and 'Selected (2): Andrei Ionescu'. The background calendar grid shows other classes, including one by 'Rogman Mendez' and another by 'Flaum'. A 'Quickstart' button is visible in the bottom right corner.

(1)

Group class

Andrei Ionescu
Goduto Winter

PL: Ionescu

Group class

Rogman Mendez
Intermediate AM

Court Time

Flaum

Group class

Goduto Winter USTA Coaching - CP

Service: Tennis
Duration: 09:00am - 10:30am
Location: Chastain Park
Resource: Court 4
Attendance: 0 / 7

Created By: [Bri Reynolds](#)
Selected (2): [Andrei Ionescu](#)

Take an action

Quickstart

CP

Quickstart

2. Select Email in the right-hand corner.

Email

Print

11/04/2024

Register...

3. Choose your target audience, such as "Registered," and uncheck all other options. If you want to email those who have not signed up, keep all options selected. Then select email.

Email

Attended	
Registered	
Confirmed	
Waitlisted	
Unconfirmed	
Not Attending	

Close

Email

4. Select export: Email.

Save Report

Export: Select Type

5. Enter in the subject (1) and body of the email (2).



1. Go to reports at top of court sheet (located in blue section).

2. Choose charge audit report (located under financial reports).

3. Then on the top right, choose Pickleball add-on audit under saved reports select templates.

Then change end date to current day.

Between and

- Then go to filter and choose member status. In that box, choose non-member.

☐ Member status

Member status

Options

☐ Active

☐ Canceled

☐ Expired

☐ Non-member

- Then also under filter, choose CLUB LOCATION (do NOT choose home club).

Selected filters

☒ Accounting Groups

Date

☒ Member status

Unused Charge Audit Report

Filters

☐ Club Location

- Then choose your club location.

Club Location ▼

Options

- ☐ Bitsy Grant Tennis Center
- ☐ Chastain Park Tennis Center
- ☐ Dekalb Tennis Center
- ☐ Fountain Valley Tennis & Pickleball Center
- ☐ Georgia State- Clarkston
- ☐ Georgia State- Dunwoody
- ☐ McGhee Tennis Center
- ☐ Oxnard Tennis Center
- ☐ Pleasant Valley
- ☐ Sharon Lester Tennis Center at Piedmont Park
- ☐ Tattnell Square Tennis Center
- ☐ Washington Park Tennis Center

- Then uncheck other locations and make sure your location for pickleball is checked.

Dekalb Tennis Center - ... ▼

Member status

Search

Selected options

- ☒ Dekalb Tennis Center - Pickleball
- ☒ Fountain Valley Tennis & Pickleball Center - Pickleball FV
- ☒ Oxnard Tennis Center - Pickleball OX

Options

- ☐ Dekalb Tennis Center - Adult Classes
- ☐ Dekalb Tennis Center - Adult Academy (3.5+)
- ☐ Dekalb Tennis Center - Beginner Adult Drills
- ☐ Dekalb Tennis Center - Beginner Ladies Drills
- ☐ Dekalb Tennis Center - Cardio Tennis
- ☐ Dekalb Tennis Center - Doubles Drills
- ☐ Dekalb Tennis Center - Friday Fun Doubles
- ☐ Dekalb Tennis Center - Intermediate/Advanced Drills

- Then run report.

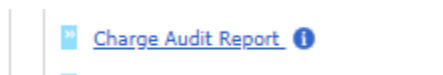
Run Report

How to run report to add junior players to junior user group:

- Go to reports at top of court sheet (located in blue section).



- Choose charge audit report (located under financial reports).



- Then on the top right, choose Junior ug audit report under saved reports select templates.

▼ Saved Reports: Select Template ▼

▼ Junior UG Audit Report ▼

Add Filter ▼ Run Report

- Then change end date to current day.

Between 05/01/2022 and 11/05/2024

Update Close

- Then go to filter and choose member status. In that box, choose non-member.

Add Filter ▼

Member status

Options

- ☐ Active
- ☐ Canceled
- ☐ Expired
- ☐ Non-member

- Then also under filter, choose CLUB LOCATION (do NOT choose home club).

Add Filter Run

Search

Selected filters

- ☒ Accounting Groups
- ☐ Date
- ☒ Member status

Unused Charge Audit Report

Filters

- ☐ Club Location

7. Then choose your club location.

Club Location

Options

- ☐ Bitsy Grant Tennis Center
- ☐ Chastain Park Tennis Center
- ☐ Dekalb Tennis Center
- ☐ Fountain Valley Tennis & Pickleball Center
- ☐ Georgia State- Clarkston
- ☐ Georgia State- Dunwoody
- ☐ McGhee Tennis Center
- ☐ Oxnard Tennis Center
- ☐ Pleasant Valley
- ☐ Sharon Lester Tennis Center at Piedmont Park
- ☐ Tattnall Square Tennis Center
- ☐ Washington Park Tennis Center

8. Then uncheck DTC junior programs and click all junior programs for your location.

Dekalb Tennis Center - ... Non-member

Search

Selected options

- ☒ Dekalb Tennis Center - Agape Flex League
- ☒ Dekalb Tennis Center - High Performance Program
- ☒ Dekalb Tennis Center - Performance Academy
- ☒ Dekalb Tennis Center - Performance I
- ☒ Dekalb Tennis Center - Performance II
- ☒ Dekalb Tennis Center - QuickStart Academy
- ☒ Dekalb Tennis Center - QuickStart Green I
- ☒ Dekalb Tennis Center - QuickStart Green II
- ☒ Dekalb Tennis Center - QuickStart Orange I
- ☒ Dekalb Tennis Center - QuickStart Orange II
- ☒ Dekalb Tennis Center - QuickStart Red Ball I
- ☒ Dekalb Tennis Center - QuickStart Red Ball II
- ☒ Dekalb Tennis Center - Summer Camps
- ☒ Dekalb Tennis Center - Aqape Camps

9. Then run report.

Run Report

Name YOUR NAME

COMMISSION SHEET DATE OF PAY PERIOD

Date	Type of Class	Time	Hourly Wage of Employee for each class	Amount
8.10.22 (Make sure the date is correct for each class)	PL: Smith- FV (Make sure to include the last name) And location	4-7pm (Make sure time is correct)	10	30.00 (Make sure private payments is paid)
8.11.22	Advanced Drills-FV	8:30-9:30am	10	10.00 (Make sure attendance is marked in CA)
6.6.22	QS Red-FV (Include complete name of class)	11-3pm	10	40.00
6.6.22	QS Orange-FV	4-7pm	10	30.00
6.7.22	QS Green-FV	11-3pm	10	40.00
6.9.22	P1-FV	11-3pm	10	40.00
6.9.22	PBALL League Name-FV	4-9pm	10	50.00
6.13.22	GPL: Jones-FV	8-12pm	10	40.00
6.14.22	Agape Camp-FV	8-12pm	10	40.00

TOTAL: \$380.00

COMPENSATION:

(COPIED FROM CONTRACT

THIS MUST BE ATTACHED TO THE BOTTOM OF YOUR TIMESHEET)