

SULLY'S BOXING GYM · EST 1943

DIGITAL PERFORMANCE PLATFORM

Owner & Staff Operations Manual

For owners, admins, front desk, coaches, and kitchen

Version 1.1 · August 2026 · AAA pack

Web & system development by Quiet Agency · quietagency.co

Boxing is the engine. People are the purpose. Character is the legacy.

1. Platform overview

Sully's Digital Performance Platform connects the public website, member portal, staff tools, and gym TV boards. Quiet Agency provides web & system development (quietagency.co).

- Marketing site — brand, programs, Legacy, join, contact, TV boards
- Member portal — home, waiver, QR card, booking/waitlist, family, billing, passport
- Staff app — desk scanner, coach roster, kitchen KDS, owner brief, user admin
- API — memberships, check-in, documents, TV feed, waitlist promote, billing
- Public coaches page — /coaches (seed bios)

2. Staff logins (seed / demo)

Password for all seed accounts: password123

- owner@sullys.local — Owner morning brief + staff admin
- admin@sullys.local — Staff user admin
- desk@sullys.local — Front desk scanner
- coach@sullys.local — Class roster
- Staff shell URL (local): <http://localhost:3001>

3. Front desk — scanner

Path: /desk

- Keep the Scan target field focused — USB HID scanners type like a keyboard and press Enter.
- Select today's session to attach late flags for coaches.
- Member shows /app/card QR !' scan !' check-in + XP.
- If blocked (waiver / membership), enable Staff override, enter a reason (min 4 characters), then retry.
- Sell Drop-in for walk-ins (\$25 seed product) with optional immediate check-in.
- Link Family: connect child to parent email, create youth profile, waiver packet, optional membership attach.

Dry-run before the scanner arrives

- Open /desk/dry-run !' Run API dry-run (auto checks).
- Walk the manual floor checklist on that page.

4. Coach roster

Path: /coach/roster

- View live class list, booked members, check-in status, late flags.
- Finalize attendance / mark no-shows when your process requires it.
- Void a mistaken check-in with a clear reason when supported.

5. Kitchen KDS

Path: /kitchen

- View allergen-aware tickets and advance order status (placed !' preparing !' ready !' completed).
- Coordinate with Floor/Reception TV kitchen specials when those boards are on.

6. Owner morning brief

Path: /owner

- Today's check-ins, class fill rates, pending waivers, pending payments.
- Recent staff overrides (audit trail).
- Billing mode indicator (mock vs Stripe keys).

7. Staff user admin

Path: /admin/users · roles: owner or admin

- Invite front desk, coach, admin, or owner accounts with a temporary password.
- Change roles as responsibilities change.
- Disable accounts immediately when someone leaves — they cannot log in.
- You cannot disable your own account.

8. Gym TV — second screens

- Demo kit: /tv/demo
- Floor board: /tv/floor — round timer hero, live/next class, leaderboard, welcome ticker
- Reception board: /tv/reception — schedule + welcome
- Press F for fullscreen on a spare monitor, Fire TV, or Chromecast.
- Boards refresh about every 15 seconds. Public feed uses first names / initials only.
- Offline hardening: last-good board is cached in the browser; a branded banner appears if the API drops — the round timer keeps running.

Booking: when a class is full, members join a waitlist. Cancelling a confirmed booking promotes the next waitlisted athlete automatically.

9. Waivers & compliance

- Hard gate: no QR / check-in without a signed liability packet (unless staff override).
- Members download PDFs from /app/waiver; guardians from family tools.
- Staff may download packets when authorized.
- Always record a real override reason — it appears on the owner brief.

10. Memberships & billing

- Plans and drop-ins are seeded products (monthly, youth, trial, drop-in, etc.).
 - Mock mode: /join/pay simulates payment.
 - Stripe test: set STRIPE_SECRET_KEY=sk_test_... on the API, restart, run Checkout.
 - Success page confirms Stripe via confirm-checkout; webhooks optional for local.
 - Members see history at /app/billing.
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11. Soft-launch gym facts

- 1554 Dundas St W (lower level), Toronto, ON M6H 1Z6
- Mon–Fri 7:30 AM–9:00 PM · Sat 12–5 PM
- (416) 805-8108 · info@sullysboxinggym.com
- Shown on marketing /contact, footer, and desk banner.

12. Going live (cheap demo stack)

- Domain: Cloudflare
- Web: Vercel (apps/web)
- API: Railway (apps/api)
- Database: Neon Postgres (or keep SQLite for local-only demos)
- Follow docs/05-devops/03-go-live-today.md
- Set NEXT_PUBLIC_API_URL, WEB_ORIGIN, CORS_ORIGINS, Quiet Agency URL

13. Daily owner checklist

- Open /owner — scan KPIs and overrides.
- Confirm today's sessions exist for desk late flags.
- Glance at pending waivers / pending payments.
- Turn on Floor TV before peak classes (/tv/floor).
- Desk: focused scan field + session selected.
- After close: spot-check kitchen tickets cleared.

14. Support & credits

Platform web & system development: Quiet Agency — <https://quietagency.co>

Gym operations & member experience: Sully's Boxing Gym staff and ownership.

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