

ZAMAWORKS · SMALL BUSINESS

Framework Architecture

15 operational frameworks across 5 industries — structured systems for founder-led businesses ready to stop running on chaos.

5

Industries

15

Frameworks

3

Tiers per Framework

DIY →
Done-For-You

Implementation options

01

Service Businesses

Salons · Spas · Auto Shops · Cleaning Services

01

BOOKING & FLOW

The Appointment Engine

A complete booking and scheduling system that eliminates no-shows, standardizes the intake process, and puts an automated confirmation and reminder sequence in place — so revenue doesn't walk out the door.

DESIGNED FOR

Any appointment-based service business losing revenue to no-shows, phone-only booking, or inconsistent scheduling across staff.

– Booking flow design

– Automated reminders

– No-show protocol

– Waitlist system

02

RETENTION & REBOOKING

The Client Retention System

A structured follow-up and loyalty framework that turns one-time visits into recurring clients. Includes a rebooking trigger cadence, post-visit communication sequence, and a referral system staff can actually execute.

DESIGNED FOR

Service businesses where clients don't naturally rebook, follow-up is inconsistent, and revenue month-to-month is unpredictable.

– Rebooking cadence

– Post-visit follow-up

– Loyalty framework

– Referral system

03

REVENUE GROWTH

The Upsell & Revenue Floor Framework

A staff-driven upsell system with scripted language, add-on service design, and individual revenue floor targets — so every client interaction has a standard for what gets offered, when, and how.

DESIGNED FOR

Service businesses with flat or inconsistent revenue where staff don't upsell and no standard exists for service add-ons.

- Add-on menu design
- Upsell scripting
- Revenue floor targets
- Accountability tracking

02

Restaurants & Food & Beverage

Full-Service · Quick Service · Catering · Bars

04

DAILY OPERATIONS

The Opening Playbook

A role-by-role SOP for opening the restaurant — from arrival sequence to pre-shift readiness checks — so every shift starts the same way regardless of who's on the floor.

DESIGNED FOR

Restaurants where opening quality varies by shift, managers spend time correcting avoidable mistakes, or new staff take too long to get up to speed.

- Opening SOP by role
- Pre-shift checklist
- Manager sign-off flow
- Accountability log

05

PEOPLE & SCHEDULING

The Staff Accountability System

A complete people operations framework for hourly teams — covering scheduling, role expectations, performance checkpoints, and a structured approach to handling no-call no-shows and repeat issues.

DESIGNED FOR

Restaurants with chronic scheduling problems, inconsistent staff performance, or no documented expectations for hourly team members.

- Role clarity docs
- Scheduling framework
- Performance checkpoints
- Discipline protocol

06

COST CONTROL

The Vendor Control Framework

A purchasing and receiving system that brings structure to vendor relationships, order cadence, and food cost management — so overages get caught early and supplier accountability is built in.

DESIGNED FOR

F&B operators with uncontrolled food costs, inconsistent deliveries, or no process for holding vendors and receiving staff accountable.

- Order cadence system
- Vendor scorecard
- Receiving protocol
- Cost-control log

03

Retail

Boutiques · Multi-Location · Specialty Retail

07

STORE OPERATIONS

The Floor Operations Blueprint

A daily store rhythm with clear staff assignments, customer experience standards, and opening/closing SOPs — so the floor runs consistently whether the owner is there or not.

DESIGNED FOR

Retail stores where operations vary by shift, the owner is the only one who knows how things should run, or customer experience is inconsistent.

- Daily store rhythm
- Staff assignment matrix
- CX standards guide
- Open/close SOP

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INVENTORY & POS

The Inventory Control System

A structured inventory management process including cycle counts, reorder triggers, POS audit protocols, and shrink reduction — designed for stores that are losing money they can't account for.

DESIGNED FOR

Retailers experiencing stockouts, over-ordering, unexplained shrink, or no reliable process for knowing what's on hand.

- Cycle count protocol
- Reorder trigger system
- POS audit process
- Shrink reduction plan

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SEASONAL OPERATIONS

The Seasonal Surge Playbook

A peak-season preparation framework covering seasonal staffing models, merchandise prep calendars, surge scheduling, and a post-season review process — so the busy season doesn't become the chaotic season.

DESIGNED FOR

Retailers who lose control during peak periods — understaffed, over-inventoried, and reacting instead of planning.

- Seasonal staffing model
- Merch prep calendar
- Surge scheduling guide
- Post-season review

04

Health & Wellness Practices

Med Spas · Chiropractic · Physical Therapy · Wellness

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PATIENT EXPERIENCE

The Patient Flow Blueprint

An intake-to-discharge process design that reduces wait times, removes friction points, and ensures every patient leaves with a clear next step — whether that's a follow-up appointment, a referral, or a treatment plan.

DESIGNED FOR

Practices with long waits, intake bottlenecks, patients leaving without rebooking, or inconsistent experiences across providers.

- Intake-to-discharge flow
- Wait time reduction
- Discharge & rebook protocol
- Flow audit tool

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FRONT OF HOUSE

The Front Desk Operations System

A complete front desk SOP — phone scripts, scheduling protocols, daily desk checklists, and an accountability framework — so the first and last touchpoint in every patient visit is consistent and professional.

DESIGNED FOR

Practices where the front desk is the bottleneck: missed calls, double-bookings, inconsistent patient communication, and high turnover.

- Phone script library
- Scheduling SOP
- Desk accountability
- Daily checklist

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REVENUE CYCLE

The Billing Ops Starter

A foundational billing workflow covering claim submission basics, denial reduction, and a structured collections follow-up cadence — designed for practices that are leaving money on the table without knowing it.

DESIGNED FOR

Health and wellness practices with high denial rates, slow collections, no billing follow-up process, or staff doing billing without a standard.

- Billing workflow map
- Denial reduction checklist
- Collections cadence
- Billing audit template

05

Creative Agencies & Freelance Studios

Agencies · Design Studios · Consultants · Freelancers

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ONBOARDING

The Client Onboarding System

A structured intake and kickoff process — from inquiry to signed contract to first deliverable — that sets expectations clearly, gets agreements in place fast, and starts every engagement on the right foot.

DESIGNED FOR

Agencies and studios where projects start chaotically, contracts are late, clients are confused about next steps, or the kickoff varies every time.

- Intake & contract flow
- Kickoff run-of-show
- Expectation-setting doc
- Welcome sequence

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PROJECT CONTROL

The Scope & Delivery Framework

A project scoping, milestone tracking, and change order system that keeps engagements on time, on budget, and on scope — with a clear protocol for when clients ask for more.

DESIGNED FOR

Studios and agencies where scope creep is constant, change orders don't get billed, milestones slip, or projects end with resentment on both sides.

- Scoping template
- Milestone tracker
- Scope change protocol
- Delivery checklist

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CASH FLOW & PRICING

The Studio Revenue Engine

A cash flow and pricing system that moves studios from lumpy project income to predictable revenue — through retainer structuring, invoicing cadence design, and a collections protocol that actually gets followed.

DESIGNED FOR

Creative businesses with unpredictable monthly revenue, late invoices, no retainer structure, or recurring anxiety about what's coming in next month.

- Invoicing cadence SOP
- Retainer offer framework
- Cash flow tool
- Collections protocol

Not sure where to start?

Take the free Zamaworks Diagnostic — identify exactly where your operations are breaking down.

zamaworks.com/diagnostic