



THE ROLE | Front Desk

As a **Front Desk Assistant** you are responsible for delivering the highest quality of service to our clients. Creating a warm, friendly and inclusive environment for all.

As the *'face of the Club'*, the priority of the **Front Desk Assistant** is to provide an excellent first impression that exceeds all customers' expectations - you have to love people!

You are responsible for driving profitability of the business, in particular through retaining and attracting clients (net gain). Ensuring operational efficiency, delivery of brand standards and compliance with company and statutory requirements.

RESPONSIBILITIES

RECEPTION

- Responsible for ensuring the smooth day to day running of the reception area.
- Welcoming clients and checking them in using our in-house system. Promoting a sense of belonging amongst our clients and creating a family culture that exceeds expectations and ensures a memorable experience for every client, every time!
- Processing all bookings and diary management
- Contributing towards the achievement of team targets with your individual contributions focussed around managing client retention and repeat bookings, new client conversions and upselling within the club.
- Handling client and prospect enquiries via the telephone, email and face to face; intentional intakes, consultations and upsales of service.
- Undertaking daily banking duties.
- Ensuring the front desk and entrance way are kept clean and tidy at all times.

CUSTOMER SERVICE & EXPERIENCE

- Promoting a sense of belonging amongst our clients and creating a family culture that exceeds expectations and ensures a memorable experience for every client, every time!
- Be the "face" of the business recognising guests who are regularly frequenting the operation and engage with them to drive further visits.
- Deliver a high level of service by recognising guests' specific needs.
- Develop an acute attention to detail amongst the front and back of house staff.
- Investigate and resolve issues and complaints.

OPERATIONS

- Proactively manage and be responsible for all Hygiene, Maintenance and Health and Safety issues, ensuring a safe environment for employees and members.
- Comply with all company and member security requirements and policies – in particular, data protection.
- Ensure facility cleanliness standards are upheld and amenities are replenished on a regular basis.
- Ensure our Client Journey is consistently executed.

PRE-REQUISITES AND ATTRIBUTES

- 1 years experience in a customer service based role
- Excellent telephone manner
- Have outstanding computer literacy. We use several integrated booking and management systems.
- Able to work under pressure and be a good multi-tasker.
- Be very efficient in dealing with varying degrees of queries.
- Be someone who pays attention to detail and is well organised.
- Experience in the fitness industry is an asset. Must be passionate about wellness and fitness.
- Experience in sales and customer service and understand the true meaning of a '5 star service'.

HOURS OF WORK

- 20-30 hours per week
- Shift patterns vary from *Monday* to Fridays and may include some weekends