

**JOB DESCRIPTION FOR LEISURE CLUB ASSISTANT
MAY 2022**

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Leisure Club Assistant Burleigh Springs Leisure Club
Band	B1
Team	Operations
Purpose of role	<p>To support of all leisure and spa operations at Burleigh Springs delivering operational standards ensuring consistent customer service excellence.</p> <p>To support a successful leisure and spa operation, the Leisure Club Assistant must build relationships with all hotel and leisure clients. The role will focus on enhancing the offering by being flexible with all customer requests daily. A seamless relaxing and wellbeing environment is essential.</p>
Reports to	Leisure Club Lead
Manages	NA
Main duties	<ul style="list-style-type: none"> • Support on all leisure and spa day to day operations in line with company standards. • Identify customer needs and respond proactively to all their concerns. • Understand customer feedback and ensure all guest issues are resolved effectively. • To ensure that the quality standards, operational & safety procedures are strictly adhered to. This will include fitness instruction, reception, administration, marketing, micro cache reporting and maintenance. • To have ongoing communication with key managers around the business to deliver the highest level of service and to highlight opportunities in the operation. • Support on membership targets and daily sales of spa treatments, being proactive with advertising and offers. Collaborate with Marketing. • Support the operation being fully compliant with Health and Safety policies, COSHH and Fire regulations, always ensuring

	the health and safety and security of all guests and team members.
People skills	<ul style="list-style-type: none"> • Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs • Strong communication skills. Ability to communicate effectively and listen to guests and team members • Good judgement skills to determine reactions and responses and to make sound decisions • Honesty to be able to build trust with hotel guests and team members • Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.
Technical skills	<ul style="list-style-type: none"> • Experience working within a customer facing role. • Passion for customer satisfaction through Gym training programmes, personal training sessions.
Qualifications	<ul style="list-style-type: none"> • Experience working within a Leisure and spa operation • Lifeguard qualification

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)
 Signature of Manager
 Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)
 Signature of employee
 Date