

JOB TITLE: Galgorm Fitness Instructor
REPORTS TO: Gym Manager
WORKING HOURS: As required, shift work (5 out of 7)
LOCATION: Galgorm Resort & Spa
Rate of Pay £6 plus per hour

2. JOB PURPOSE

To provide tuition to all Galgorm Fitness Members by creating and monitoring personal exercise programs and activities. To encourage membership sales and retention through excellent customer service.

3. KEY ACCOUNTABILITIES

- Be committed the **training and development** of yourself and others within your team.
- To **maintain a standard of client care** for all members ensuring that the level of welcome, friendliness and efficiency is consistent and of the highest standards.
- To deliver membership inductions, follow up appointments and **Personal Training** sessions as required.
- To assist in processing **Galgorm Fitness Membership** applications and help co-ordinate membership renewal.
- To recognise and **maximise sales opportunities** in all membership queries/contact.
- To assist in implementing a **membership events calendar** to support sales and encourage membership retention.
- To carry out cleaning and maintenance duties as per the **'Fitness Suite Maintenance and Cleaning Log'**.
- To assist in completing the Front of House Opening/Closing procedures.
- Work with the maintenance team to complete daily Health & Safety check lists for the **Thermal Suite**.
- Assist reception in maintaining exceptional hygiene standards in **all public areas**. i.e. front of house, all retail areas, the changing suites, juice bar and spa lobby lounge
- To ensure that clean linen is available at all times and soiled linen is removed to the laundry, and to assist in the laundry if required.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.
- To carry out any other reasonable duties consistent with the above as required.

4. KEY EXPERIENCE/SKILLS

Minimum Criteria

- Experience working in a similar environment as a Fitness Instructor/Personal Trainer or similar role.
- You will have a recognised Fitness Instructor and Personal Training qualifications.
- You will be successful in achieving set targets and deadlines and have a flexible, committed and highly self-driven approach.
- Basic IT skills.
- A proven track record of exceeding sales and customer service targets.

The ability to demonstrate your initiative and have a compassionate, intuitive, caring and sensitive understanding of clients' needs