

Flex Fitness Studio Manager

Immediate Supervisor: Spa and Flex Manager

Responsibilities:

This is an exciting opportunity for a committed and results driven leisure activities professional! The Flex Partner will be responsible for helping to deliver unique programs and activities for our guests.

Your opportunities to shine are endless as you take ownership of the following:

- Working for the Hotel Leisure Services including the fitness centre, indoor and outdoor swimming pools, tennis courts, putting green, and all other leisure and sports activities.
- Ensuring the highest level of guest satisfaction through the delivery of a high quality and creative leisure services program.
- Working on the front desk and assisting clients.
- Ensuring compliance to the Health Department and safety regulations, through consistent adherence to hotel quality standards.

Requirements:

Education: First Aid & C.P.R., Business Degree/Diploma, Personal Trainer Certification an asset

Experience: , Customer Service experience, Cash Handling, Computer Skills, Management Experience

Skills: Excellent written and verbal communication skills

Knowledge: Knowledge of corporate structure, Knowledge of the Hotel Industry an asset

Core Competencies: Innovative, Passionate, Driven, Customer Focused, Adaptable, Communication, Relationship Building

Duties and Responsibilities include the following, but are not limited to:

- Promote a positive and healthy working environment in accordance with Brookstreet Hotel
- Fulfill any reasonable requests of the partners, guests, and management
- Ensure guest satisfaction and standards
- Assist with coaching and motivating partners as require Evaluate programs and update services to ensure quality for Members and Guests.
- Assist with communication between FWP and Personal Trainers
- Responsible for general Flex maintenance and repairs. Recording of incident reports
- Ensure that an updated equipment log remains at the front desk and that any broken or damaged equipment is replaced within a short period of time.

- Monitor and review all Membership Sales, and Flex Revenue with Spa and Flex Manager
- Report Spa and Flex Manager with updated Flex activity log, revenue and cost analysis.
- Meet bio-weekly with the Styling Manager/TL to walk-through Flex, addressing any concerns as necessary.
- Meet bio-weekly with the Maintenance Manager/TL to walk-through Flex, addressing any concerns as necessary.
- Lead new FWP hire training including orientation according to Flex operating procedure guidelines
- Assist with coaching/motivating FWP on membership and retail goals
- Approve time tracker hours
- Staff scheduling (requests, questions)
- Conduct monthly inventory counts
- Conduct monthly meetings with FWP and Personal Trainers
- Ensure and monitor daily inventory and sales of all retail products
- Liaison with Spa Talent Leader on planning, scheduling Welcome Partners
- Perform connections meeting to FWP and Personal Trainers as require

Must Haves:

- Excellent communication and organizational skills, able to multitask and act under pressure
- Previous supervisory/management experience is preferred.
- Must possess good computer skills
- Promote a positive and healthy working environment in accordance with Brookstreet Hotel
- Fulfill any reasonable requests of the partners, guests, and management
- Ensure guest satisfaction and standards throughout Flex Fitness Studio