



## BEAT Fitness Lausanne

BEAT is Lausanne's only five-star rated pay-as-you-go fitness studio offering RIDE, HIIT, YOGA, BARRE & BOXE.

We are on a mission to make healthy living a habit.  
We believe that group training helps both the mind and the body to stay strong and healthy.  
We believe that fitness is for everyone and should be part of our daily lives.

Hospitality and community transform working out from an obligation to a destination.  
From a chore, to a date in the diary that we can't wait to keep.  
From anonymous to a sense of belonging.

We have built a Hospitality Team who gives the warmest of welcomes to our community.  
You do not need previous experience in the fitness industry.  
But a passion for music, fitness and hospitality is essential.

We are seeking a passionate, positive, energetic team player that will motivate our community to make healthy living a habit.

If you are passionate about the latest fitness, lifestyle and music trends and believe that being healthy is essential to happiness, then we want to hear from you.

## ASSISTANT STUDIO MANAGER PART TIME

### RESPONSIBILITIES

Working closely with the Management Team, you will lead our Hospitality Team to ensure the best possible experience for our customers and team. This role includes a development programme that will lead the successful candidate into the Studio Manager role.

### REWARDS

- ✓ Genuine commitment to developing you as an individual
- ✓ Real management responsibility & a chance to make a lasting impact
- ✓ Fast paced startup environment in a motivated, hard working, friendly fun loving team
- ✓ Special price on retail (up to 50% discount on lululemon, food & beverage...)
- ✓ Unlimited 1 year BEAT Fitness membership worth 1999.-



As Assistant Studio Manager at BEAT Fitness drive growth through:

## COMMUNITY MANAGEMENT

Our Community is at the heart of our success as the only 5\* rated fitness in Lausanne. You will build and grow the sense of community at BEAT

- Foster the BEAT Fitness Community and Culture in the studio
- Acknowledge customer and team wins and show gratitude

## CUSTOMER SERVICE

By working as a member of the Hospitality Team (taking 1 shift per week minimum) you will develop a fulfilling relationship with our Community and identify areas for operational improvement:

- Maintain & develop Standard Operating Procedures and training tools for all daily/weekly/monthly studio tasks to improve customer experience consistency
- Maintain & develop customer enquiry standardized responses
- Provide in the moment support to your Hospitality Team team to ensure that customer needs are addressed
- Provide support to BEAT Fitness instructors to ensure a successful class check-in process
- Maintain product knowledge for all studio retail operations

## TEAM MANAGEMENT

As part of the Management Team you will be part of the management, training and mentoring of all studio staff:

- Maintain a motivated and highly personable Hospitality Team
- Ensure Website, Hospitality Team, and Instructor schedules are aligned
- Proactively identify schedule optimisations and recruitment requirements

## MARKETING

As part of the Management Team you will help grow and engage our community by

- Brainstorming and executing in studio promotions, special events and theme classes
- Help keep the studio visible and active on social media

## MARGIN MAXIMIZATION

Increase studio operating margins for

- Food & Beverage / Apparel & accessories
- Customer consumables



## REQUIREMENTS

- Zest for life
- Passion for hospitality, fitness and music
- Relentless focus on attention to detail
- Commitment to exceptional customer service
- Highly organised self starter with well developed multi-tasking skills
- A desire to develop the careers of others through training and mentoring
- Experience in retail, health/fitness or hospitality
- Ability to work flexible and unusual hours that will change regularly
- Fluent English and French
- Valid Swiss Work Permit

## HOW TO APPLY

Please apply by sending the following documents to [hello@beatfitness.ch](mailto:hello@beatfitness.ch)

- Covering Letter - 1 Page
- CV - 1 Page
- Your Short Story Video in 60-seconds (max) via [WeTransfer](#)

Your Short Story Video should answer the following questions below in 60-seconds:

1. What's your story?
2. What do you love about fitness?
3. Why do you want to be part of our team?
4. Describe your best ever hospitality experience as a customer? Why was it great?
5. What was the last adventure you went on?