



BEAT
FITNESS

**EHL Administrative Internship
Winter 2019: 28.01.2019 to 23.08.2019
Assistant Studio Manager
BEAT Fitness Lausanne**

BEAT is Lausanne's first pay-as-you-go fitness studio offering
45-minute Spinning, HIIT and Yoga workouts.

Many of us have a love/hate relationship with fitness.

We love the feeling of getting fit, but hate the feeling that we're just ticking a box,
going to the gym out of obligation or guilt.

We love to feel part of a fitness community but hate the anonymous soulless big box gyms.

Can you help our community fix its relationship with fitness?

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 are building a Hospitality Team who will give 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 passionate, positive, energetic team players 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.

If you can blend exceptional hospitality with Swiss attention to detail then please apply.

WWW.BEATFITNESS.CH

RESPONSIBILITIES

Assistant Studio Manager

During your Assistant Studio Manager internship you will rotate through two different areas of management responsibility to maximize your learning opportunities alongside one other EHL Administrative Intern:

1. Margin Maximization

Objective: increase studio operating margins

- Develop stock control and ordering processes for
 - o Food & beverage
 - o Customer consumables
 - o Apparel & accessories

2. Customer Service

Objective: prepare for Geneva studio expansion

- Develop customer service standardized responses & manage all customer engagement
- Develop Standards Operating Procedures for all daily, weekly and monthly studio tasks
- Develop training tools to improve customer experience consistency
- Develop the mystery guest & NPS programme

Studio Hospitality

In order to improve our operational processes you will be at the heart of our Hospitality Team. As well as identifying areas for operational improvement you will learn valuable people management skills as you work with and lead colleagues with greater experience whilst developing a fulfilling relationship with our community.

Objective: Identify improvements to hospitality Standard Operating Procedures

- Provide an exceptional customer experience with an NPS of 9+
- Provide support to BEAT Fitness instructors to ensure a successful class check-in process
- Maintain product knowledge for all studio retail operations
- Identify improvements to hospitality Standard Operating Procedures
- Complete a full handover experience for the next EHL Administrative Intern

REWARDS

- ✓ Genuine commitment to developing you as an individual
- ✓ Real management responsibility & a chance to make a lasting impact
- ✓ Fast paced start up environment in a motivated, hard working, friendly and fun loving team
- ✓ Tailored internship experience – if you're good you get more responsibility for special projects
- ✓ Paid internship at CHF1,250.- gross per month
- ✓ Unlimited 1 year BEAT Fitness membership worth 1999.-

REQUIREMENTS

- Zest for life: Friendly, professional, positive, can-do attitude
- Maintain the distinct BEAT Fitness aesthetic, appearance, atmosphere and culture
- Passion for Fitness and Music
- Relentless focus on attention to detail
- Commitment to exceptional customer service
- Ability to prioritize and multi-task within a fast-paced environment
- Positive, initiative taking attitude
- Excellent communication skills
- Flexibility to work a non-traditional schedule
 - o Availability for early morning, lunch or evening and weekend shifts.
- Fluent English and French
- Valid Swiss Work Permit

HOW TO APPLY

Please apply by sending the following documents to hello@beatfitness.ch

- Covering Letter - 1 Page
- CV - 1 Page
- Your Short Story Video in 60-seconds (max)

YOUR STORY

Please answer the questions below in a short 60-second video:

1. What's your story?
2. What do you love about fitness?
3. Why do you want to be part of our team?
4. What's your favorite track to work out to at the moment? Why?
5. What was the last adventure you went on?