



HOSPITALITY TEAM CUSTOMER SUCCESS MANAGER PART TIME

ABOUT BEAT FITNESS

BEAT Fitness is the only 5 star rated fitness studio in Lausanne. Our mission is to help people make healthy living a habit and reach their health and fitness goals.

We offer 45 minute signature group fitness classes everyday : RIDE, HIIT, YOGA, BOXE, BARRE, STRENGTH as well as small group and personal training.

We offer both pay-as-you go credit to and smart memberships for people who really want to commit and take control of their health and fitness journey.

THE TEAM

Our team is composed of certified and passionate coaches and of committed and dynamic hospitality professionals.

We are looking for a new team member for our Hospitality Team.

Our ambition is to 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.

The job is not for you if you are shy, moody and do not like working for or with people !

We asked our team what they like in their Job at BEAT Fitness. Here are some of the answers :

- *“One thing I love most about my job is like meeting new people every time I'm on a shift. The community is awesome and this hospitality job is not only saying “hi” and “bye” but an opportunity to really meet and get to know the clients, and help them even though we are not coach”*
- *“I like that it's fast paced. You never get bored and you can do a bit of everything : admin tasks, sales, communications on top of the less sexy part of the job!”*
- *“The team ! Everybody in the team is nice and friendly and the environment is drama free !”*

Makes you want to join us ? Nice! If you tick all the boxes below, then we want to hear from you.

YOUR PROFILE

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- Zest for life: Friendly, professional, positive, can-do / initiative taking attitude
- Excellent communication and good sales skills
- Relentless focus on attention to detail
- Commitment to exceptional customer service
- Ability to prioritize and multi-task within a fast-paced environment
- Flexibility to work a non-traditional schedule
- Availability for early morning, lunch or evening during weekdays and morning at least 2 weekends / month
- Fluent English AND French
- Valid Swiss Work Permit

YOUR RESPONSIBILITIES

Goal : provide the best customer service and experience

- ★ Customer care and success :
 - Warmest welcome in Lausanne!
 - Answer customer's emails
 - Follow up on customer's health and fitness journey
- ★ Team support
 - Provide support and communications to the Coaches to ensure a successful class check-in process
 - Solve problems, make it work !
- ★ Studio management
 - Maintain a safe and clean environment in the studio
 - You know how everything works and to troubleshoot if needed
- ★ Products and sales
 - Maintain product knowledge for all studio retail and hospitality operations
 - Follow up on stock for toiletries and retail

YOUR ADVANTAGES

- ★ A spot in the best Community and Team in Lausanne
- ★ A real opportunity to expand your skills in sales and Customer relationship management
- ★ Flexible schedule
- ★ Unlimited free classes in the studio
- ★ Up to 40% discount on retails products and special events



HOW TO APPLY

Please send the following documents to hello@beatfitness.ch

Covering Letter + your availabilities – 1 Page

CV – 1 Page

Your Story Short Video – 60 seconds max (Video should be answering the questions below).

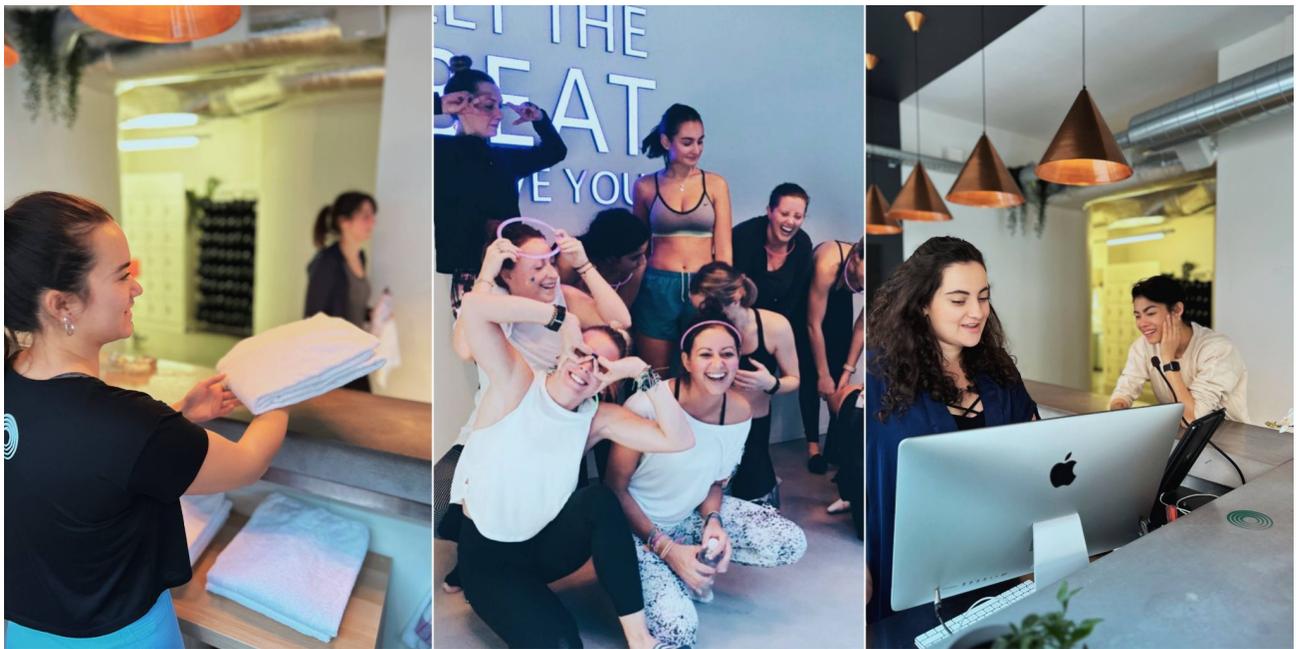
YOUR STORY

Please answer the questions below in a short video and send it along with your application:

1. Who are you ?
2. What do you like to do most in life ?
3. One thing you like about BEAT Fitness ?
4. One thing that makes you a great teammate ?
5. One thing that makes the difference between a good and a GREAT customer experience?

p.s. Keep it short and sweet: 1 minute max. for the video and 1 page for each of CL/CV

p.p.s if your video file is large use wetransfer to send to hello@beatfitness.ch



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