

The Front Desk Associate will greet and direct members, guests and staff as they enter the gym and provide control of the front door location. This position will provide assistance to members requests along with inquiries about gym operations & policies as well as perform various administrative duties as directed by the Gym manager or Operations supervisor.

Major Responsibilities:

- Greets each member and guests promptly, enthusiastically and with a smile to create a friendly positive entrance into the gym.
- Says Hello to all incoming guests and says Good-bye to all outgoing guests.
- Provides security and control to the front door area of the facility.
- Checks each member into the gym using the proper check-in procedures.
- Monitor check-ins to identify delinquent accounts and notifies Gym Operations Supervisor.
- Register all guests into the gym using proper registration procedures.
- Ensures that guests and appointments are directed to the appropriate fitness consultant in a prompt, professional manner.
- Answers phone by the third ring in a professional and courteous manner and uses proper phone greeting techniques.
- Addresses caller's requests and/or takes appropriate messages.
- Registers all telephone inquiries in the TI register in the Master Production Binder and transfers the call to the appropriate Fitness Consultants.
- Responsible for following up on telephone inquiries to ensure that the appointment was booked properly.
- Responds immediately to member requests, inquiries and concerns.
- Maintain neat appearance and wear proper uniform attire with nametag while on duty.
- Distributes keys, towels and other materials as needed.
- Reserves time/makes appointments for tanning, special classes or other activities sponsored by the gym.
- Processes retail and concession sales.
- Attends all staff meetings as directed.
- Cleans and maintains the front desk area according to Company standards.
- Responsible for gym walk-thru as designated in walk-thru log.
- Follow proper opening and closing procedures as assigned.
- Logs all maintenance concerns that are reported.
- Notifies management of gym incidents that requires incident reports.
- Works when scheduled and adheres to company attendance policies.
- Performs other duties as directed by the Gym Operations Supervisor.