



### **Job Description – Fitness Instructor**

**Position Title:** Fitness Instructor

**Reports To:** Assistant Manager Clann

#### **General Description of Role:**

To ensure that company operating standards and legal requirements are adhered to at all times and that guest expectations are exceeded. To ensure that all guests and members are treated with a high standard of service in respect of customer contact, facility and enquiries. To ensure that the highest level of service is delivered to our guests.

Be flexible to work varied shift hours.

#### **Key Responsibilities:**

- To be able to demonstrate all exercises and have full knowledge on all gym equipment.
- To be able to swim.
- Ensure that hotel Standards are adhered to at all times.
- To carry out our medical screening and gym induction for all new members.
- To ensure that safe exercising practices are enforced.
- To have a high level of guest impact and actively work towards maintaining and achieving a high level of GSS and MSS.
- To up sell at every opportunity.
- To enforce all Health and Safety rules and club procedures.
- To carry out regular checks for cleanliness of all areas of the Health Club.
- To operate a proper hand over system between shifts.
- To carry out any other duties as may be required to ensure the hotel operations are properly maintained to provide total guest satisfaction.
- Attend monthly departmental meeting, providing input and feedback.
- Keep the Assistant manager and supervisor informed of all current information in Health Club.
- To have an up to date knowledge of products and promotions within the Health Club.
- Take ownership of customer queries and complaints in order to resolve them quickly.
- Flexibility is required to work outside of normal hours to suit the requirements of the Business.

*The above list is not exhaustive and is not a full and final list of your duties and responsibilities. From time to time in accordance with business requirements, you may be required by senior management to undertake further duties as required.*

**Technical Skills/Abilities**

- Industry awareness and Networking
- Ability to act on own initiative
- Attention To Detail
- Strong Customer/Client Focus
- Planning and Organising
- Communication and Impact
- Strong Decision Making Skills
- Excellent Personal Presentation.

**HEALTH AND SAFETY**

- Adhere to all health, sanitation and safety rules and regulations
- Ensure that all potential and real hazards are reported and eliminated immediately. Take action to prevent them happening
- Fully understand the hotels fire emergency and bomb procedures.
- Ensure that the highest standards of personal hygiene dress, appropriate uniform, appearance and conduct is maintained at all times.
- To comply with fire and accident drills.
- To comply with the company policies regarding the following:
  - Fire
  - Health & Safety
  - Food Hygiene
  - Security

To carry out any other duty within reason which may be requested by the General Manager.

The Job Description is subject to change but if it is necessary to make any changes you will be notified in advance and they will be discussed with you.

I have read (or had explained to me) this job description in the presence of the manager. I understand its meaning and accept that adherence to it is vitally important.  
Return one copy to your Manager.

Signed: \_\_\_\_\_ (Employee)

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_