



ROAM FITNESS[®]

SWEAT CONCIERGE

UPBEAT • FRIENDLY • INTELLIGENT • WITTY • HELPFUL

Location: Baltimore-Washington International Airport, D/E Connector
near Gate D1

WHAT YOU WILL DO

This role is the vital first impression for all ROAM Members and Guests. It is our opportunity to demonstrate and maintain a superior level of service with the upmost professionalism. The ROAM Service Team is responsible for providing consistent member and guest service, accurate information regarding all areas of operations, and maintains facility policies and procedures.

RESPONSIBILITIES + TASKS

1. Service

- Greet Members and Guests in a proactive style of service with an upbeat, friendly sense of urgency by both phone and on-site interactions
- Manage the complete customer experience for smooth and efficient service starting from pre-arrival if applicable to departure
- Evaluate Members and Guests needs to determine the most appropriate services, merchandise and personal attention required to exceed expectations
- Maintain a professional image and respect including but not limited to, personal appearance, facility maintenance, interactions with Members, Guests, Team Members, and verbal and written communication
- Maintain visibility in the facility

2. Sales and Reception Productivity

- Be knowledgeable about all available merchandise and services
- Assist Members and Guests with check-in as they arrive
- Assist with New Member Sign-up
- Assist with New Guest Check-In
- Provide Facility Orientation to Members and Guests
- Assist Members and Guests with scheduling of amenities
- Respond to Members and Guests questions and concerns in a professional manner and elevate to management as appropriate
- Conduct POS transactions as required
- Facilitate updates to Member and Guest accounts as needed
- Replenish merchandise and rental clothing as needed
- Report any discrepancies in merchandise inventory
- Follow SOP's related to sales and productivity as required

3. Facility, Equipment

- Practice a high standard of sanitation and tidiness at all times
- Keep work area clean and clutter-free
- Follow hourly and daily operational checklists including, but not limited to,
 - i. Walk-through of facility to ensure cleanliness
 - ii. Assist with maintaining order in the equipment area

- iii. Assist with LR and Shower facilities upkeep, replenishment of amenities and supplies, trash removal, and other duties as needed to maintain superior service to Members and Guests
- Report any facility concerns and suggestions

4. Emergency Procedures

- Follow emergency and safety SOP's

5. ROAM Team Member

- Participate in all Team and Educational meetings/trainings
- Work with entire Team to improve systems and procedures in order to enhance the service experience
- Make suggestions/voice concerns to Management Team
- Assist other Team Members as needed
- Communicate in a respectful, mindful manner to Team Members

QUALIFICATIONS

- Excellent verbal communication skills
- Efficient, well-organized and ability to handle various duties simultaneously
- Customer service and sales experience in a hospitality environment
- Bachelor's degree or comparable experience
- Computer proficiency with an eye for accuracy
- CPR/AED current certification required or obtained within 30 days of hire

REPORTS TO: MANAGER

APPLY TO: careers@roamfitness.com