

## Position: Front of House Team Member

**Whitespace Studio are looking for an energetic and friendly front-desk-face with a keen eye for detail and a love for exceptional customer service. Ideally you'll possess super-human organization and a passion for this non-stop, thriving workplace where the phones sing, and the emails flow!**

**Working Hours:** 40 hours (incl. some evenings and weekends)

**Contract:** Permanent

**Salary:** £18,500 - £19,500 plus benefits package (depending on experience)

**Location:** Whitespace Yoga & Wellbeing Studio, Milton Keynes

**Why work for us?** We're a positive and friendly bunch, dedicated to changing lives through wellbeing practices. We encourage personal growth and healthy living with our customers and team, and we get to meet some SUPER interesting people. Our light-filled, beautiful character building in the heart of Stony Stratford offers a great place to work and practice. You get to take your shoes off and wear stretchy pants (if you choose) every day! We offer terrific perks and love to promote from within. There are exciting things happening at Whitespace, come join the team!

**About the role.** People are our passion and more than anyone, you'll be the face of Whitespace. Our Front of House Team Members are our customers biggest 'cheer-leaders' – taking the time to build relationships, offer advice, support students in their wellbeing goals and helping them stay on track. You will welcome students and help them find their right schedule of classes, along with the right purchasing decision to meet their needs. The successful candidate MUST be a natural at offering tailor-fit 'solution-based' sales; keeping our customer's needs always at heart.

Our studio is dynamic and fast-paced with a never-ending to-do list, so you're someone who is SUPER organised and really thrives in that environment. You enjoy being a part of a friendly, hardworking team - bringing resilience, a solutions-focus and always looking for ways to do things better. Most importantly, you're driven by making a positive difference in peoples' lives. This is more than just a job, it's a passion!

This role involves working some mornings, evening shifts and weekends too. You'll receive a good salary plus fantastic benefits including 28 days Holiday, Pension, professional development, free membership and discounts on our workshops and retail offerings. And of course, working alongside a FABULOUS team!

## Main tasks include:

### Customer Service

- Welcome all visitors according to our Customer Service standards
- Reception duties, managing busy class sign-in periods & handle payments
- Actively advise and guide students in finding appropriate classes to meet their personal goals
- Ensure customers are offered the best-value pricing option to help meet their goals
- Answer telephone promptly and courteously
- Promptly respond to emails and social media messages in a professional manner
- Have students complete all health paperwork/forms as appropriate
- Provide quantitative and qualitative feedback to always help us improve.

### Sales

- Take time to understand our customer's needs, to offer tailor-fit 'solutions for both schedule and pricing
- Understand and share knowledge about our classes, events, pricing and memberships
- Launch new students with a smart class schedule to meet their goals, to find a habit-forming pattern that works for them.
- Respond to phone/email enquiries and follow-up on enquiries, ensuring customers have the information and advice they need to make a decision.
- Help us spread the word in the local community (e.g. telephone campaign, grassroots, company outreach, door hangers in local areas and asking for referrals).
- Support and reach out to students in person, email and by phone to recommend services based on their goals and interests.

### Studio Operations and Admin

- Keep common areas neat and clean: prepare tea area, clean studios, empty trash and tidy props between classes efficiently and quickly.
- Report any issues per our procedures.
- Follows and upholds Employee Handbook, process and control procedures all other guidelines
- Work with team to support the goals and operational needs of the studio
- Complete daily studio checklist

## Minimum Requirements

- Two years of Sales and/or Front of House experience is essential
- Proven experience in generating and following up on customer enquiries
- Excellent written and spoken English
- Experience working in retail, yoga, fitness, and/or health industry not required, but beneficial.
- Proven excellence with all channels of customer contact – phone, email and face-to-face

## Skills Set

- Exceptional customer service and a strong team-player
- Friendly, people-person with a genuine interest in helping customers
- Super organised and good attention to detail
- Excels in a sales advice environment, great at listening and helping customers by offering personalised solutions
- Highly energetic, self-motivated, self-managing, able to effectively run a shift unsupervised
- Ability to multi-task and function in a fast-paced environment, often with changing priorities given students entering and exiting the studios at similar times
- Proactive problem-solver with excellent attention to detail
- Competent with computers and effective at learning and using the necessary software products i.e. basic Microsoft products (word, outlook and excel)
- Flexible work schedule is a must, including overtime for special events as needed, and their own transport
- Willingness to learn, grow, and be coached
- Yoga experience a plus, but not essential. Commitment to attending a class once a week
- Ideally, you're NOT wanting a career as a Yoga Teacher. We're looking for someone who's interested in office work with a view to long-term employment. Please apply for our Yoga Teacher Training or Apply as a Teacher if this is the path you wish to pursue

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## Application procedure

**Sounds like the ideal post for you?** Please complete our [online application](#) before 29<sup>th</sup> February 2020

Only applicants who meet the minimum requirements will be considered. If you do meet our criteria, we may invite you for an interview (this might include a quick telephone interview prior to your face-to-face interview). Successful candidates will then be invited for a longer second interview, spending time in-studio to complete an 'on the job experience'. You'll spend three or four hours with the team, carrying out the type of duties you may have daily in the role, giving us and you a chance to see if things 'fit'.

If you enjoy this session and can demonstrate you've got the skills to do the job, you'll be offered a job – and your career at Whitespace will begin!

## Response

Thank you for taking the time to apply for this role. We review applications at the earliest opportunity. Due to limited resources and the large number of applications we receive, we very much regret that we're only able to inform short listed candidates of the outcome of their application. If you do not hear from us within four weeks of your application, please assume that you have been unsuccessful on this occasion. We would like to assure you, however, that every application is considered in detail and a shortlist only drawn up after careful consideration.

If your application is not successful this time, we hope that you will not be discouraged and will still apply for other suitable vacancies in future.

If you have any questions, please email Oliver at [yoga@whitespacestudio.co.uk](mailto:yoga@whitespacestudio.co.uk) or call 01908 566610. Thank you for your interest in Whitespace. We hope to see you in class soon!