

Front of House Advisor

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Company: Legacy Leisure

Location: Penarth

Category: other-general

Front of House Advisor

Part Time

Legacy Leisure, established to support a national legacy following the Olympics, is a not for profit charitable organisation committed to providing a diverse and meaningful range of leisure and culture related activities for the local communities in which we serve. Aiming to deliver high quality services to our customers, the Company also prides itself on its exemplary health and safety record and commitment to staff.

The role of a Front of House Advisor is to promote and increase membership sales within the Centre, communicate directly with customers to build a stronger relationship and actively seek out new business opportunities. The Front of House Advisor will also assist in any administrative/reception duties required within the department.

The Front of House Advisor will focus day to day on the following tasks:

To actively promote membership packages within the centre in line with instructions from the Front of House Manager/Contract Sales Manager/Centre Manager

Ability to meet and exceed daily call targets

To assist in delivering the highest level of customer care, including meeting regularly with existing members to ensure the level of service is maintained

To assist in the promotion and marketing of the centre, its services and facilities, which entails outreach in the surrounding areas

To maximise new business conversion through effective sales closure

To maximise cross-selling and up-selling opportunities through proactive initiatives

To handle membership enquiries and bookings

Cover the reception desk when required

Undertake any other task/duties as may be reasonably required

Qualifications Ideally a sales background in a similar role and customer service experience, although training will be provided.

The personal characteristics below are a MUST for the applicant:

Friendly, well-presented with a positive attitude

Be available to work 20 - 30 hours per week

Confident, enthusiastic and self motivated

Excellent communication skills with clear spoken and written English

Professional telephone and interpersonal manner

Good understanding of customer care

Able to use own initiative, to follow procedures and learn to work to deadlines

Demonstrate computer literacy skills

Be punctual

Have flexibility with working patterns

Aware of health and safety, equality and diversity in the workplace

Ability to multitask

Excellent organisational skills

Has the ability and willingness to acquire job related knowledge

Welsh speaking is highly desirable

What can Legacy Leisure offer you?

Competitive salary

Incremental annual leave

Free gym membership for you and a nominated person

Employee health cash plan

Employee discount portal - discounts on travel bookings, high street vouchers, gift cards, cinema tickets, days out, leisure activities and your day to day spending

Cycle to Work scheme

Pension Scheme

Company sick pay

Career progression

Training and development

We are proud to be Equal Opportunity Employers that are committed to inclusion and diversity.

If you are interested in applying for this role, we suggest that you do so at the earliest opportunity to avoid disappointment as interviews will be held throughout the process.

Please note that if you have not received correspondence within 21 days then please assume your application has been unsuccessful on this occasion

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