



## Front of House Team Member

### VANCOUVER

As a Front of House team member you'll be the first line of contact for Barry's members. Key is to provide superior customer service while assisting them in class selections, membership questions, Fuel Bar orders and merchandise purchases. We expect you to be excited about meeting and greeting our customers and be part of building a strong Barry's community.

#### Must Haves:

- **Customer Service:** Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Establishing and Maintaining Interpersonal Relationships:** The candidate must develop constructive and cooperative working relationships with clients/staff, and maintain them over time.
- **Communicating with Supervisors, Peers, or Subordinates:** The candidate must provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person in a timely and efficient manner.

#### Key Responsibilities:

- Deliver first class customer service at all times
  - Greet, assist and check in customers
  - Respond to customer questions at the studio, per phone and email
  - Handle studio membership database, register new clients, receive membership payments and maintain client base
- Ensure a clean and welcoming atmosphere at all times
- Guide customers with regards to the latest studio promotions, membership discounts and/or special events
- Assist with the pre-ordering of protein smoothies for the Fuel Bar
- Assists customers with questions and product selection
- Offers samples to customers
- Completes customer orders in a timely manner
- Maintains FuelBar department areas clean and sanitized
- Follows departmental procedures for safety, proper food handling, and sanitation according to local, state, and federal health code regulations.
- Prepares various FuelBar goods following company recipes
- Maintain product knowledge for all studio retail operations
- Have flexibility with schedule, having the ability to work weekends, holidays, morning or night shifts

#### Company Culture Responsibilities



- Work to uphold Barry's community and culture standards, and live the company mission, vision, and values daily.
- Represent the Barry's brand within the studio and throughout the fitness community.
- Assist in participating in and enhancing the community with your studio and regional teams.

**Required Experience:**

- Strong customer service skills
- Availability for three shifts, one being a weekend day
- Friendly, outgoing personality and enjoy social interaction
- Exhibits enthusiasm for the studio and for the job
- Must be a patient, courteous listener, able to show empathy
- Responding to clients request with a can-do attitude
- Cooperative manner with an optimistic attitude
- Ability to prioritize and work within a fast-paced environment
- Have an eye for detail and care for the club's appearance and cleanliness
- Work as a cohesive team with all Barry's staff members to ensure efficiency and effectiveness
- Maintain a professional appearance and behavior
- Demonstrate excellent communication skills
- Passionate about fitness and training and excited to be part of the first Barry's team in Vancouver and part of building a strong culture!
- Candidates must be at least 18 years or older to apply
- Food Handlers Certificate preferred

Barry's is the Best Workout in the World™. Founded in West Hollywood in 1998, it's the original strength and cardio interval fitness experience that provides an immersive, high-intensity, one-hour workout that's as effective as it is fun. Our fitness classes alternate between working out with weights and running on a treadmill. Each day focuses on a different muscle group in order to achieve real results and to prevent injuries. Our program is designed to tone muscle and maximize fat loss, while spiking the metabolism for up to 48 hours following the class.

The studio will be located Downtown Vancouver. If you are a successful candidate we will be holding interviews downtown Vancouver August 2021.