

FITNESS INSTRUCTOR

ORGANIZATION:
BUSINESS AREA: HOTEL
LINE MANAGER: SPA MANAGER

JOB PURPOSE

In line with MSC Cruises policies and procedures and under the supervision of the SPA Manager, the Fitness Instructor/Personal Trainer is responsible for delivering an exceptional guest experience by providing professional and consistent, professional fitness classes, personal training sessions as well as wellness education in order to maximise SPA revenue and achieve the highest levels of guest satisfaction.

KEY ACCOUNTABILITIES

- Provides professional, customer-oriented fitness classes, personal training sessions and Gym orientation in accordance with company protocols;
- Delivers the highest standards of service to all guests within the Gym and SPA facilities;
- Actively promotes Gym and SPA services, packages and facilities;
- Accurately and efficiently schedules guest appointments and consultations;
- Maintains the standards and visual presentation of the Gym and SPA facilities;
- Follows all sanitation and cleaning procedures for the Gym facilities and equipment;
- Assists in all areas of the SPA operation as requested by the SPA Manager.

QUALIFICATIONS (skills, competencies, experience)

• Proficient speaking, reading, and writing skills in English, and with a fluent level in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese.

Any other language is considered as a plus;

- High School Graduate or equivalent;
- Must hold relevant qualifications;
- Any other certifications such as tai bo, yoga, pilates, circuit training, body balancing, spinning, Les Mills are advantageous

- At least 2 years' experience in a gym offering both personal training and group exercise classes. Previous cruise ship experience is desired;
- Up-selling and cross-selling skills;
- Exceptional communication and customer service skills;
- Ability to work without direct supervision.

VISA REQUIREMENTS (if any)

- Possess a valid passport and when possible a seaman book copy.