

Fitness Instructor Job Description

Position Title: Fitness Instructor

Reports to: Spa Manager

JOB SUMMARY

An authentic Balinese SPA at sea

Ocean View Monaco is a Luxurious Spa Management based in Monaco. Our wellness centres combine high quality wellness services with the magic of the Orient

As Fitness Instructor you are responsible to instruct group fitness classes (e.g., aerobics, cycling, stretching) at all ability levels. Provide advice to individuals on the correct method of exercising with fitness equipment. Assess individual's current exercise program and level of fitness to develop personalized exercise programs and provide fitness counseling. Promote a fun and relaxing atmosphere for guests. Observe activity in the recreational facility and respond appropriately/in accordance with local operating procedure in the event of an emergency. Provide assistance to injured guests until the arrival of emergency medical services. Inform Spa Manager if machines require service.

Report accidents, injuries, and unsafe work conditions to Spa Manager. Follow company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals. Comply with quality assurance expectations and standards.

DUTIES AND RESPONSIBILITIES

- Provide advice to individuals on the correct method of exercising with fitness equipment, including weightlifting equipment, exercise bikes, jogging treadmills, and other training and exercising apparatus.
- Assess individual's current exercise program, level of fitness, etc. to develop personalized exercise programs and provide fitness counseling.
- Instruct group fitness classes (e.g., aerobics, spinning, stretching) at all ability levels.
- Make sure guests sign in upon entering the fitness center.
- Assist in all areas of spa operation as requested by management.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Flexible and willing to perform other tasks as assigned.

Recreation Equipment and Supplies

- Clean and maintain recreational equipment and supplies.
- Obtain required number of towels from Laundry based on expected daily needs, transport to work area (fitness center, Thermal area, locker room), and fold and stack according to company procedures.

Recreation and Fitness Area Maintenance

- Maintain an adequate supply of cups, water and tea in relaxation area.
- If necessary, wipe down fitness center machines and remove towels, trash, and debris from fitness center area.
- Inform Spa Manager if machines require service in order to maintain properly functioning fitness equipment.

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Recreation Communication and Coordination

- Provide information to guests about available recreation facilities, activities, lessons, and equipment.
- Promote a fun and relaxing atmosphere for guests in all recreational activities and areas by expressing an upbeat and enthusiastic attitude.

Recreation Facilities Safety

- Observe activity in the recreational facility and respond appropriately/in accordance with local operating procedure in the event of an emergency.
- Provide assistance to injured guests until the arrival of emergency medical services.
- Complete any certifications/training required by law or manufacturer to instruct guests/clients on the use of equipment.

Guest Relations

- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Thank guests with genuine appreciation and provide a fond farewell.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines.
- Engage guests in conversation regarding their stay, spa services, and area attractions/offerings.
- Actively listen and respond positively to guest questions, concerns, and requests to resolve issues, delight, and build trust.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Address guests' service needs in a professional, positive, and timely manner.
- Assist other employees to ensure proper coverage and prompt guest service.

Communication

- Speak to guests and co-workers using clear, appropriate and professional language.

Working with Others

- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.
- Support all co-workers and treat them with dignity and respect.

Policies and Procedures

- Follow company and department policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested.

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Qualifications

- High school diploma/G.E.D. equivalent
- First Aid and Fitness Instructor Certification

Experience

- At least 1 year of related work experience

Skills

- Ability to meet financial targets.
- Ability to work under pressure.
- Willingness to develop team members and self.
- Flexibility to respond to a range of different work situations.
- Ability to work on your own or in teams.
- Fluent English speaking and writing plus 1/2 additional languages.

BENEFITS

We offer competitive salaries and an attractive benefits package, which includes:

- Generous Incentive scheme based on selling Spa services and Retail.
- Three meals a day included.
- Insurance.
- Accommodation.
- Continued training and development opportunities.
- Airline and land transfer to and from the assigned Ship.