

Date of Issue/Rev: 2012-05-23 Rev – No: 0 Full Document Code: TUI C – FOM –03.10.03.06(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: JOB DESCRIPTION CHAPTER: SPA & SPORT MANAGEMENT
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Area: 03.10.03. SPA & Sport
Subject: JOB DESCRIPTION
TRAINER SPORT &
GESUNDHEIT

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Position: Wellness & Fitness Trainer

Department: SPA & Sport
Rank: Crew
Line manager: SPA & Sport Manager

1. Responsibility

- (1) Performing tasks in the Wellness & Fitness area, and all related areas such as the fitness studio and sauna area, professionally, effectively and independently, in a confident manner, so that the guest feels relaxed and welcome.
- (2) Acting as representative and professional contact person for SPA & Sport at all times.
- (3) Booking, changing and cancelling Sports & Fitness appointments in person (or by telephone).
- (4) Taking part in active cross-selling; making the guest aware of recommended offers in all areas of the SPA & Sport department (Bike, Golf, SPA & Meer, Wellness & Fitness, Dietary Advice, etc.).
- (5) Receiving guests when they arrive for their appointment and greeting them by name.
- (6) Ensuring systematic customer care (remembering guests' names/previous visits, anticipating requirements, surprising guests) - basically always going the extra mile.
- (7) Offering the guest tea or water in the La Vida Sana Bar before or after the appointment, as appropriate.
- (8) Giving competent sales advice and informed sales pitches
- (9) Dealing with criticism from guests in an appropriate and confident manner.
- (10) Using all resources responsibly and bearing in mind the goal of commercial success at all times.
- (11) Carrying out sea rescue drills with guests
- (12) Supporting the Wellness & Fitness Manager.
- (13) Carrying out and/or assisting with stocktaking exercises.
- (14) Checking the fitness area is clean.
- (15) Implementing our wellness and fitness concept based on the *Deutsche Sporthochschule* model.
- (16) Assisting with the organisation of Wellness & Fitness events.
- (17) Carrying out professional health checks, e.g. Polar fitness checks and cardioscans, under the supervision of the ship's doctor where necessary.
- (18) Planning and organising a variety of workshops.
- (19) Professionally executing all sports-related activities (personal coaching, fitness classes, keeping the sauna infused, etc.)
- (20) Implementing quality assurance in all areas of the Health & Fitness department, such as cleanliness, hygiene, equipment and safety.
- (21) Ensuring cooperation and coordination with other ship departments.

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- (22) Adhering to all SOPs, e.g. use of materials and procedures.
- (23) Ensuring proper care and maintenance of equipment such as cardio and weight machines, as well as hand-held equipment in the fitness studio (the employee will be liable for any loss resulting from negligence)
- (24) Assisting with check-in on embarkation day.
- (25) Monitoring the strict adherence to safety, environmental and hygiene guidelines (USPH/HACCP, ISM&ISO, SQM, *TUIC* service standards) in his/her area of responsibility; regularly attending documented training courses run by department heads.
- (26) Reporting and dealing with relevant incidents, such as safety issues and breaches, damage, repairs, etc.
- (27) Knowing the muster list number and what to do in the event of an emergency.

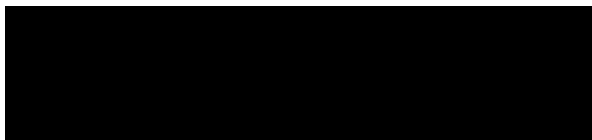
2. Qualifications/experience

- (1) Specialised basic training in wellness & fitness
- (2) Additional training in class-based fitness techniques such as pilates, indoor cycling, polar guidance and/or mental training techniques (tai chi, qi gong, yoga, etc.).
- (3) A sound knowledge of fitness level diagnostics is desirable
- (4) Certificate in practical sauna operation
- (5) IT skills (Word, Excel and Outlook), and ideally reservation systems (HIS)
- (6) Knowledge of German and English
- (7) Practical first aid certificate

3. Personal requirements

- (1) At least 20 years of age
- (2) Good organisational skills
- (3) Service and customer oriented
- (4) Strong sales and communication skills
- (5) Able to motivate others
- (6) A positive attitude
- (7) Professional demeanour and warm, friendly manner
- (8) Well-groomed appearance and confident manner
- (9) Strong sense of responsibility
- (10) Happy to work as part of a team
- (11) An effective communicator
- (12) Resilient
- (13) Flexible and willing to learn

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4. Area of responsibility

Responsible for all work and service procedures in the Wellness & Fitness area

5. Proxy

Colleagues from the Wellness & Fitness department.
At least one responsible employee must be trained up at any one time to ensure activities continue to run as normal in the job holder's absence.