



## Studio Representative

*Barressential is a contemporary, specialized and all together fantastic Barre & Pilates company that is focused on bringing the best in fitness to Sri Lanka.. Barressential, founded in 2017, has been carefully created putting client safety & comfort first and is proudly owned by Nare Bandaranayake. We open our flagship studio in June 2019.*

Our Studio Representatives are vital members of our growing company. They set the tone for the entire client experience by serving as the first line of contact for our clients & providing first class customer service. They create and maintain a welcoming, cultivated environment by successfully accomplishing studio procedures. They are charismatic, communicative, and proactive in building strong relationships within the Barressential community.

Reporting Structure: Studio Representatives report into the Founder

Scheduling: Weekday morning shifts (6.30am-12pm), Weekday evening shifts (3pm-7.30pm) and Weekend mid-day (9am-12pm)

### Customer Service:

- Deliver best in class customer service
- Utilize Mind Body to ensure check-ins run smoothly and book clients for future sessions
- Have knowledge of and recommend Barressential classes, instructors, workshops and retreats
- Respond to all client inquiries in a timely manner

### Operations:

- Master and successfully execute all studio procedures for opening, closing and retail operations
- Maintains studios' ambiance to merchandising & cleanliness standards.
- Take responsibility for the presentation and appearance of the reception area.

### Sales:

- Sell clients class packages and private classes in studio and online
- Are knowledgeable of our specials and membership packages as well as retail offerings

### Role Requirements:

- Minimum 6 months recent relevant experience in the hospitality or retail industry
- Sales experience preferred
- Must meet our schedule requirements of 15 hours a week minimum
- High School degree or equivalent required, bachelor's degree preferred
- Strong attention to detail
- Outstanding verbal + written communication skills
- Sense of urgency and problem-solving attitude
- Love interacting with people (and Barre & Pilates!)

### Our Offer:

- Complimentary Pilates membership!
- Flexibility in working hours (shift work)
- Hourly pay
- Retail discount