

Studio Manager Job Description

Bodytree Studio, Abu Dhabi are seeking an experienced full time Studio Manager to join our team. The Studio Manager will be in charge of running and maintaining the studio and ensuring that the business is running smoothly.

The appropriate candidate will be very client-focused wanting to develop relationships with our clients and give them the best experience possible.

The Studio Manager will be responsible for (but not limited to):

- Be the face of Bodytree
- Coordinate, manage and monitor operations inside (and sometimes outside) the studio. This includes scheduling of instructors for all adult group classes within Bodytree, SBC and outside into Mindbody. This also includes scheduling and coordination of corporate events and retail pop ups.
- Work in cooperation with the Dance Coordinator to schedule and operate the Emirates School of Dance
- Assist to recruit and arrange/conduct demos for new instructors
- Supervise the front desk employees (stepping in when required) engaging in class, workshop and retail sales, customer service needs, and other special projects.
- Ensure reception staff are informed of all changes in classes, workshops and events
- Ensure Reception is covered with appropriate number of staff at all times.
- Provide exceptional customer service, greet and assist customers, respond to customer inquiries, and resolve any complaints in a timely manner.
- Ensure customer satisfaction and work closely with reception in all administrative tasks.
- Work with the management team to assist with implementing marketing strategies.
- Run monthly reports to monitor month's class performance.
- Improve processes and policies in support of organisational goals.
- Plan or assist in planning and conducting events and workshops at the studio or outside.
- Monitor adherence to rules, regulations and procedures in coordination with Operations Manager.
- Ensure Instructors take attendance after every group class then liaising with Reception Staff to ensure correct numbers.
- Ensure the club meets Company's standards for cleanliness, maintenance, safety, security and physical operations
- Maintain a positive, working relationships with clients and staff
- Regularly inspect the rooms and equipment for damage or wear and make recommendations about updates
- Encourage the instructors to self-promote own classes along with other instructors' classes
- Participation in staff meetings (and taking minutes of meeting) and all Bodytree events

You must be/have:

- Previous experience as a Studio Manager from a fitness background
- Able to speak fluent English and be able to communicate well with others
- Enthusiastic, hard-working and dedicated individual with an interest in health, fitness and wellbeing
- Highly organised and efficient
- Up to date CPR training or willingness to obtain
- Pleasant demeanor and excellent customer service skills

- Professional and effective communication skills
- Willingness to evolve with new developments in the fitness industry
- Ability to implement and streamline new procedures in a diverse environment
- Ability to recognize areas of improvement and proactively communicate with other in the management team
- Consistently uses excellent judgment
- Ability to work harmoniously with the public, management and instructors
- Professional and neat
- Trustworthy and maintains confidentiality