

SRMUS/PAT/2021-22/043

Date: 30-11-2021

PLACEMENT DRIVE NOTIFICATION

Company	UFC Gym India
About the Company	<p>The Guest Relation Executive (GRE) will represent the UFC GYM by providing a welcoming, informative and entertaining experience for all members and guests during their visits. The GRE's are responsible for driving (non-members) into the gym in order to deliver industry leading customer services to them as well as our current members.</p> <p>This service must translate into exceeding personal revenue targets issued by management through both internal and external prospecting. This is a full-time position reporting directly to the Deputy Club Manager & Club Manager.</p>
Job Title	Guest Relations Executive.
Job Description	<ol style="list-style-type: none"> 1. Lead Generation & Appointment Booking <ul style="list-style-type: none"> • Personal minimum expectation: Minimum 50 follow-up calls per day, Minimum 7 appointments booked and confirmed per day and Minimum 2 membership enrolment per day, 2 personal coaching enrolments per week and two units of merchandise sales per week. • External marketing, promotions and prospecting. This is a daily activity and requires off site promotions including distributing passes, building relationships with local merchants and branding events to inform the community of UFC gym and services, ultimately resulting into leads. (A lead is a non-members name and contact information. • Internal marketing and prospecting. This includes collecting leads at the point of enrolment and from the current member base through relationship building and referral tables. These activities must translate into lead gathering. • Book membership appointments through productive prospecting activities and meet or exceed monthly appointment goals set forth by the company. Ensure that appointments are booked to translate into enough guests and meet or exceed monthly guest goal set forth by the company. 2. Guest Touring, Membership Presentations, & Personal Production <ul style="list-style-type: none"> • Ensure that 100% of guests taken through a tour. These tours should translate into enrolling half of the guests that are seen on a membership (50% Closing) and 20% of them enrolling with Personal Training. • Use the company approved presentation when presenting membership options to non-members. Ensure each new member meets a manager before completing the sales process and exiting the gym. Proper presentation and introductions to the manager should translate to 50% closing of guests. • Ensure Personal Sales Target goals are met or exceeded each month for New Member Sales Revenue, Renewal membership Sales Revenue, Personal Coaching Sales Revenue and Merchandise Sales Revenue. • Ensure integrity of each sale. 3. Customer Service <ul style="list-style-type: none"> • Follow up with members that have enrolled to ensure we are exceeding expectations. • Provide the highest level of customer service possible when communicating and interacting with guests. • Assist in maintaining a clean, hygienic and operational facility. • Accountable for saving members that are requesting to cancel their membership. If the Membership Specialist is unable to convince a member from cancelling they must have any manager meet the member and sign off on the cancellation. • Recording all customer feedback & complaints and sharing the same with DCM, CM, GM and the Top Management. • Filing and reporting members incident report with the DGM/ CM/ GM and top Management. • Updating the members on any rescheduling or cancellation of scheduled classes.

	<p>Miscellaneous</p> <p>Sales Schedule: All GRE's must be available to work Weekends and Holidays. Requests for days off must be given in writing and exceptions can be made by the General Manager.</p> <p>Mandatory Meetings: Monthly "All Team Meeting" and "Daily Production Meetings" are mandatory.</p> <p>Follow, implement and audit all rules, regulations and guidelines of the organisation.</p>
Job Location	Punjabi Bagh, Delhi & Noida Sector 104, Uttar Pradesh
Eligible Degrees	MBA (Marketing)
Eligibility Criteria	NA
Desired Skills	NA
Compensation (CTC)	Rs. 3.0 LPA + Incentives
Selection Process	Will be informed later
Date of Interview	Will be informed later
Venue	Will be informed later