



GUEST RELATIONS ASSISTANT

As a Guest Relations Assistant at Heartcore, you are a champion of the brand, supporting the community as a liaison between guests (prospective and existing), our partners and the business – assisting with product knowledge and related queries, bookings, feedback, class schedule adjustments, database upkeep and ad-hoc resource management.

Supported by the Guest Relations Manager, you will provide information on products, services and resolve any critical need of a guest or the teaching team, with efficiency and accuracy. Helping the Heartcore community, embracing the ethos and providing an exceptional, genuine and personalised service to our guests, and teams whilst playing an integral part in the overall business objectives in driving sales, conversion and retention. You ensure excellence with service standards and the maintenance of high guest satisfaction.

ROLE & RESPONSIBILITIES

- Providing exceptional guest service through inbound telephone calls; with attention to detail, a smile, actively listening to provide clear, concise and relevant information and tailored solutions.
- Successful handling of a variety of telephone conversations from potential and existing guests, partners and team members alike.
- Accurately and promptly processing inbound email communications with the initiative to make outbound calls in order to best address any query or request, whilst providing outstanding first-class guest service.
- Actively engaging with the sales, marketing and teaching teams to know first-hand the products and service of the business, including any timely marketing campaigns and events – responsible for offering relevant advice to guests and troubleshooting queries.
- Partnering with the key support teams for any App or website issues and completing the cycle of query to resolution, handing over to any other team members in the process.
- Monitoring feedback and reporting ideas for improvement to the Guest Relations Manager.
- Administering and assisting in resourcing any ad-hoc adjustments to the teaching schedule in order to ensure accuracy with the 'live' booking schedule.
- Supporting the wider guest relations team with clear handover notes.
- Seeking opportunities to up- and cross-sell the brand offering.
- Ensuring all guest conversations are logged accurately within the database and that guest accounts are kept up to date and in line with GDPR regulations.

Essential Experience + Qualifications

- Minimum 3 years guest relations experience, preferably with a background in Health, wellbeing, or luxury retail/hospitality.
- Outstanding verbal and written communication skills, conveying a personable and patient demeanour.
- Exceptional practical problem-solving skills with the ability to process a variety of requests.
- Computer literature, ideally with Mindbodyonline experience.
- Experience within a fast-paced, personal, service-driven environment.

You are...

- Resilient and not easily overwhelmed, enthusiastic, service-oriented and with an insatiable appetite to exceed on guest expectations.
- Approachable, warm, relatable with a high level of emotional intelligence.
- Strong, with intuitive technological skills.
- Confident with strong listening and problem-solving skills, highly organised and able to multi-task well.
- Able to listen/read, analyse and interpret feedback, relaying clear, concise and helpful information and insights.
- Exceptional with your organisational skills together with proven people management capabilities.
- A 'natural' in living the Heartcore ethos and values.
- Self-motivated, confident and passionate in your field.
- Curious, innovative and ambitious with a growth mindset.
- Flexible with your working hours between 07:00-21:00 and across weekends and bank holidays.
- Eligible to live and work in the UK.

We offer...

- Salary £20k-£25k with discretionary company bonus.
- Welcome class pack.
- Invitation to social and wellness events.
- Discounts with partner brands.

Please share a brief 'why' you'd love to join the team – together with your CV to guest@heartcore.co.uk

About us

Pioneering the boutique fitness scene since 2007, Heartcore thrives today with ten iconic London studios, a strong, inspirational and powerful 'glocal' community, and an amazing team of skilled, compassionate and magical people. Founded on a spirit of passion and care, Heartcore prides itself in creating exceptional experiences on every level with a powerful soul-to-soul culture and a strong focus on alignment, both physically and emotionally. Redefining mind + body movement through our award-winning Dynamic Pilates method, our approach to fitness is accessible, effective, smart, welcoming, and inclusive... putting the Heart to the Core!

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Dynamic CoreFormer™ Pilates - Strength + Conditioning (TRX and Kettlebells) - Indoor-Cycling - Dynamic and Restorative Yoga - Barre - Ritual - Personalised Training - Workshops and Events.