



Grantham Tennis Club & Gym – Job Vacancy

Tennis Club Sunday Receptionist

Hours: Sunday 8am to 6pm Potential for extra hours/option to work three out of four Sundays if preferable to the successful candidate.

Responsible to: GTC Club Manager

Remuneration: To be agreed

We would like a sunny individual to join our team, to be the on-site club presence. The role is varied and we will be looking for someone who is able to manage their own workload and assist GTC's Club Manager and team. Communication skills and a strong attention to detail are key, along with the ability to take initiative and work within a team to deadlines. Previous experience in a customer facing environment is essential, the applicant must have excellent customer service and communication skills. A knowledge of and/or a passion for tennis is essential. In return for everything you can bring we can offer a varied, exciting and challenging role in an 'always busy' tennis club which is 'more than just a tennis club' in facilities, ethos and outlook. We offer treats like discounts on products and services.

Specific Responsibilities

- Greet anyone that comes in to the club, be a visible presence
- To provide excellent customer service as the first point of contact for tennis members, guests and visitors
- Nurture existing customer relationships and develop new ones.
- Give tour of facility if required
- Handle telephone calls, email feedback and enquiries in a timely and professional manner
- Take court bookings and payments and manage courts appropriately
- Set up new memberships and direct debits (where applicable)
- Set up new access cards / follow correct procedure for lending cards
- Sign up members to children's term time lessons, adult sessions and tennis camps, collect monies
- Deal with new membership enquiries and pay and play enquiries
- Act as first point of contact for potential gym members, book initial gym visit
- Take bookings for Exhale treatment rooms
- Take payments for Blue Owl Art paintings / gifts
- Ensure that the club's administration procedures are adhered to including the correct and proper use of keys, paperwork, cash management systems and cashing up procedures
- To support the Tennis Club manager as required
- Assist in bar / café if required
- Give customer advice on rackets / shoes / kit - take enquiries and pass to shop manager

Other

- Looking after general enquiries
- Attend and participate pro-actively in weekly meetings and all staff training events as required
- And of course any other ad hoc tasks



Essential for any GTC position

Good organisation and the ability to communicate at all levels
Ability to cope with pressure
Honesty and discretion
Reliability
Flexibility
Patience, tolerance and common sense
Sense of Humour
Good work ethic
Ability to provide outstanding customer service
Computer literate

If you feel you have something to add to the team, please drop us a line with your CV to manager@granthamtennisclub.co.uk telling us a little bit about yourself, what excites you about working at GTC and why we should be excited about working with you. If you would like to post or bring in your CV & covering letter, please address to Sarah Patton, Grantham Tennis Club, Gonerby Road, Grantham, NG31 8HU

If you would like any additional information please contact the club 01476 591391.

But get your skates on as **Applications Close Monday 17th February 2020.**