



JOB DESCRIPTION

Job Title	Coach
Department	Snow Sports
Reports to	Snow Sports Manager

Accountabilities:

1. To be fully conversant with and strictly adhere to all health and safety regulations, food safety regulations, Snozone's Brand Standards and the Snozone People Guide.
2. To ensure you are always aware of Snozone's products and promotions and that the weekly update is always read.
3. To attend all monthly meetings and training programmes where required.
4. To ensure that every opportunity to 'sell up and sell on' is utilised and that options for guests to 'upgrade' are always explained.
5. Engage guests in the value of the Snozone membership.
6. To fulfil your targets and objectives via the bi-annual appraisal process as agreed with your Line Manager.
7. To adhere to the Standard Operating Procedures and ways of working as outlined in your department's Brand Standards.
8. Where applicable, undertake supervisory duties if requested, authorised and supplemented to do so.
9. To work across all departments when requested.
10. To be fully competent at utilising all elements of the booking system, as required within your role.

Responsibilities:

- To deliver the highest standard of coaching for all our guests.
- To provide accurate information about our products.
- Engage guests in the value and rewards of the Snozone membership.
- To encourage all guests to book again, immediately after undertaking a lesson or coaching session.

The Person:

- A highly motivated individual who demonstrates outstanding communication skills.
- A commercial operator who is professional and can provide an exceptional guest experience.
- Possesses a very committed and diligent working style.
- Has strong implementation skills.

Qualifications:

Good GCSE grades

BASI Level 1 or Similar qualifications

Able to demonstrate Snozone values:

- We lead by example in everything we do and have a passion for winning.
- We value and support our people.
- We're open, honest and have exceptional standards.
- We believe in teamwork, together we're stronger.
- We're obsessed with providing an outstanding service for our guests.
- We're always looking to improve our business, its revenue and its efficiency.