

# We're **recruiting** VACANCY highlights







# Guest Services Assistant - Club Denbigh

## Key Information

Salary : £23,114 to £23,500 per year

Hours : Full time, 37 hours per week

Contract : Permanent

## About the Role

As a Guest Service Assistant, you'll be the first point of contact for our customers. We have a range of fitness offers, from working out to swimming lessons, so customers will be looking to you for advice and information.

We operate a shift pattern in Club Denbigh, so for this role you will need to be able to work mornings one week and evenings the next, as well as every other weekend.

Your role is far more than simply taking bookings and pointing people in the right direction - you'll be the friendly smile that welcomes them through the door, the font of knowledge on all we have to offer, how much they'll cost, and what offers we have on. You'll be making sure their needs are met, their expectations are exceeded, and their questions are answered. Because of you, they'll leave wanting to come back right away.

You'll not only be the face of the site, but you'll also be the voice of Club Denbigh on social media, by maintaining an active presence on our channels and responding to customer enquiries.

We take great pride in our facilities and the environment we offer to our customers, so we'd expect you to take pride in the site, ensuring it's clean, tidy, and safe for everyone to use at all times.

*\*Mae'r dogfen hon hefyd ar gael yn y Gymraeg / This document is also available in Welsh\**



## Guest Services Assistant - Club Denbigh

### About You

You will be a confident and friendly individual, with excellent people skills and fantastic attention to detail.

Our customers are hugely important to us, so we need someone who can put people at ease, and who has a desire to make sure everyone is having a great experience at all times. You'll be able to find that perfect blend of professional, enthusiastic and super friendly. You'll be someone who loves to see other people happy, and is motivated by helping others. We are all about teamwork, #WeAreDenbighshireLeisure, and so you'll be someone who not only shines on your own, but also helps a team to shine together.

You will ideally have some experience of working with customers, but the most important thing to us, is that you have a customer-first attitude. We have so many fun activities and great offers across the Company, and so you'll be someone who can spot right times to talk to customers about these. We love to grow our staff, so a desire to learn and develop is essential for this role.

If you're a friendly, enthusiastic person, with a genuine desire to help others, and would like to work in a fast paced, highly successful Company, then this could be a perfect fit for you.



## Guest Services Assistant - Club Denbigh

### About Us

Through continued and sustained investment over 12 years, DLL has developed a sector leading portfolio of facilities, including 7 premium fitness facilities, 7 unique food and beverage provisions, 2 incredible attractions and a stunning 1,000 seater theatre.

The DLL team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We work to a 'one team, one bank account' philosophy - we are all one team, regardless of which site you may be based at. Together we all contribute to making DLL successful.

### Our Values



**Ambition & Growth**



**Trust & Integrity**



**Excellence & Resilience**



**Pride & Passion**





## Staff Benefits

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of DLL are entitled to a variety of benefits, including:

- Discounted DLL Staff gym membership
- Personal and professional learning and development opportunities
- Annual leave allowance starting at 26 days + bank holidays (with the opportunity to purchase more)
- Support for applications for career breaks and secondments
- A range of family-friendly policies to support your work-life balance
- DLL uniform provided

**Location:** Club Denbigh, Ystrad Road, Denbigh, LL16 3HB

**Closing date:** 14th December 2023

**Apply via:** email your CV to [People@denbighshireleisure.co.uk](mailto:People@denbighshireleisure.co.uk)