Studio Host

Position Type: Full Time
Reports To: Studio Manager & Area Operations Manager

Role Overview

Be the host who sets the tone for every STRONG Pilates experience.

At STRONG Pilates, our Studio Host aren't just providing service — they create hospitality: making people feel recognised, valued, and part of our community

Studio Host are the welcoming face of STRONG, balancing client engagement, membership sales, and studio operations. Success is measured not only by efficiency, but by creating experiences that make every client's hour with us count.

Key Responsibilities

Customer Service (30%)

- Be the warm, approachable presence that makes every client feel welcome.
- Proactively engage with clients to educate and invite them toward the right membership options and packages.
- Manage all client interactions across in-person, phone, email, and WhatsApp with responsiveness and hospitality.
- Handle account management with empathy — including package validity, extensions, and introducing additional options in a way that keeps clients engaged with us.
- Assist with class check-ins, bookings, and payment processing.
- Be fluent in class schedules, offerings, promotions, and studio policies to support clear, confident communication.
- Uphold the STRONG brand voice in every interaction: confident, engaging, fun, and personal.

Engagement & Conversations (30%)

- Approach sales as part of hospitality — inviting clients to take up packages and memberships.
- Follow up with leads provided by the Studio Manager through genuine conversations, keeping engagement warm and ongoing.
- Track and report conversion progress, ensuring clients feel guided rather than pressured.
- Share key insights from client interactions and work with the Studio Manager to refine engagement approaches.
- Communicate and invite clients to take up active promotions in a way that feels natural and supportive.
- Assist in executing campaigns by sharing information and continuing the conversation with clients so promotions feel seamless and personal.

Studio Operations & Maintenance (30%)

- Complete opening and closing duties and the daily grind list to ensure the studio is consistently client- ready.
- Maintain cleanliness and organisation of the reception area, practice rooms, equipment, changing rooms, and toilets — always presenting a welcoming space.
- Restock essentials (towels, water, etc.) with attention to detail.
- Assist Studio Managers in the monthly stock take and report low stock promptly.
- Report and resolve maintenance issues swiftly to minimise disruption.
- Support operational and admin duties with reliability and care.

Activation & Brand Support (10%)

- Be the front-line host during events — warmly welcoming clients, assisting check-ins, and ensuring all event clients have a premium STRONG experience.
- Assist in event setup and client management.
- Capture live content and create simple social media assets to enhance STRONG's brand presence.
- Bring hospitality to life at events, helping every client feel part of the STRONG community.