



## Yoga Gym Front Desk Manager

# Janay White

### Professional summary

Dedicated and experienced Front Desk Manager with over 9 years of experience in managing operations at yoga studios and wellness centers. Known for exceptional customer service, organizational skills, and a deep understanding of yoga practices and member needs. Proven track record in handling memberships, scheduling classes, and creating a serene and welcoming environment for clients.

### Experience

#### Front Desk Manager

March 2020 - Now

Serenity Yoga Studio / United States, El Paso, TX

- Schedule and coordinate yoga classes, workshops, and private sessions, ensuring optimal use of studio space and instructor availability.
- Develop and implement customer service protocols to enhance the member experience and foster a supportive community environment.
- Train and supervise front desk staff, providing guidance on customer service.
- Promote and sell studio memberships, class packages, and wellness products.

#### Customer Service Specialist

June 2017 - February 2020

Zen Flow Yoga & Wellness / United States, El Paso, TX

- Assisted with front desk operations including member check-ins, class bookings, and handling payment transactions.
- Managed class schedules, coordinated with yoga instructors, and resolved scheduling conflicts to ensure smooth operations.
- Provided exceptional customer service, addressing member concerns, providing information about yoga classes, and promoting wellness services.

#### Receptionist

January 2015 - May 2017

Inner Peace Yoga Studio / United States, El Paso, TX

- Greeted clients, managed class registrations, and handled phone inquiries.
- Processed memberships payments, and managed inventory.
- Assisted in organizing studio events, workshops, and special classes.

### Professional Affiliations

#### Yoga Alliance

Member, Since July 2015

(555) 234-5678

janay.white@email.com

United States, El Paso, TX

### Education

#### Bachelor of Arts in Holistic Health and Wellness

2010 - 2014

University of Texas at El Paso

United States, TX

#### Certified Yoga Instructor (CYI)

200-Hour RYT

Yoga Alliance, Issued: July 2020

### Skills

Expert in yoga practices, terminology, and class types.



Accurate in handling payments and scheduling.



Skilled in building rapport with members to encourage retention.



Ability to manage event logistics, coordinate with vendors.



Familiar with digital communication platforms and social media.

