

# EVERYONE

# CAN EARN WHILE THEY LEARN

Kick start your career  
in sport and leisure  
with an Everyone  
Active apprenticeship

## Everyone Active - Intermediate Apprenticeship as Front of House

### Front of House Apprenticeship:

The Front of House Apprenticeship is aimed at providing you with the first steps and skills to develop in the Leisure Reception role. This apprenticeship will help you to gain a fully nationally recognized Customer Service qualification along with developing interpersonal and customer interaction skills. We are looking for enthusiastic and energetic individuals who have a unique drive towards delivering a high level of customer service and administration.

Across the 12 month Apprenticeship you will gain:



- Customer Service Level 2 Qualification
- Employment Rights and Responsibilities
- Full sector specific Front of House Training
- Functional Skills in Maths & English

As part of your apprenticeship you will be embedded into a fully operational reception and admin department where you will work closely with experienced Receptionists and Front of House Managers to learn and develop the specific customer service standards. Your apprenticeship will enable you to develop an excellent understanding of what great customer service looks like and be able to demonstrate these transferable skills against nationally recognised standards. You'll also gain the experience of using the reception systems, to ensure the customer has a positive experience of using our centres and develop a thorough understanding of all the products and services we offer.

Please see over...

To find out more, please visit  
[www.everyoneactive.com/about-us/careers/apprenticeships](http://www.everyoneactive.com/about-us/careers/apprenticeships)

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INVESTOR IN PEOPLE

## **Pay and benefits:**

Salary dependent on location from the start of your apprenticeship (including your training period). Free use of gym and swimming pool, paid holidays and on-going training opportunities.

## **Sports Leisure Management (SLM) – trading as Everyone Active Formed in 1987**

SLM is the longest established leisure management company in the UK, working with 40 local authorities, operating 140 leisure facilities nationwide. It prides itself on achieving excellent operational standards, driving up activity participation, maintaining service excellence and developing colleagues, all of which are marks of a successful company. SLM is the company behind the exciting new brand Everyone Active; it's the UK's No 1 brand for activity. The vision is to be everyone's first choice for activity and we will strive to encourage everyone to participate in 30 minutes of moderate physical activity 5 times a week.

To find out more, please visit  
[www.everyoneactive.com/about-us/careers/apprenticeships](http://www.everyoneactive.com/about-us/careers/apprenticeships)