

Interview Transcript

Matthew Fugett | Aug 3, 2026 at 5:16 PM | en-US

Recruit AI

0:00

Hi, I'm from Ultimate Longevity Center calling about your AI-powered interview. How are you doing?

Matthew Fugett

0:06

I'm doing well. How about yourself?

Recruit AI

0:10

I'm just a digital assistant, but I'm glad to hear you're doing well! Thanks for your interest in the Ultimate Longevity Center General Manager - Largo, FL position with us. I'm excited to connect to learn more about your experience and how this role could be a fit for you. As part of the first step in our screening process, I'd like to get to know you better and answer any questions you had about the role and company - it should take around 10 minutes. Do you have any questions about the interview format?

Matthew Fugett

0:36

Nothing off the top of my head. If I do have any questions, will I be able kinda sprinkle them in, or is there a point at the very end that would be best for me to do so?

Recruit AI

0:45

Feel free to sprinkle them in whenever you'd like. I'm here to help, so don't hesitate to ask if anything comes to mind. Let's get started: could you tell me about yourself and what attracted you to this opportunity?

Matthew Fugett

0:59

Yeah. Of course. So I have about ten to fifteen years experience in the health field. I started out in the navy After I got out, I started doing things in the most recently, between orthopedics and men's health, And the men's health position really opened my eyes into Concierge Wellness as a whole. And I really feel like my work there really aligns with ULC and everything you guys are trying to do people giving them that longevity back. I feel like that's something that I have been doing here at Overtime and something I would really like to continue doing with a larger capacity with Ultimate Longevity Company.

Recruit AI

1:42

Thanks for sharing that. It sounds like you've had quite a journey and a strong connection with the wellness industry. I'd love to hear about a time you influenced someone to make a decision or take action.

Matthew Fugett

1:56

Yeah. I do that actually quite frequently in my day today. I, right now, direct service for the company I'm with. So let's say if a patient has a negative experience with a personal, you know, health coach what I would do is I would jump in, and I would encourage them and shape their decision to actually continue on with over time. By giving them that standout service, by making sure all their needs are met, answering the questions that maybe got got fumbled, rebuilding that connection, and really getting helping them get dialed in to, you know, to their health.

Recruit AI

2:31

Got it, thank you. It sounds like you put a lot of effort into ensuring a positive experience for clients. What experience do you have that makes you a strong fit for this position?

Matthew Fugett

2:43

So I've taken a know, a clinic job that I had and turned it into the director of service job that I have now. So I've built systems in place to track, you know, track the untrackable. So the systems we are using now don't have that tracking metric data that we need. So I was able to find creative ways around it to implement tracking data that's accurate and that helps us in our day to day. So I can call out a pharmacy if they're running behind I can reach out to patients before they get upset because I know they've been waiting you know, two days for an order that should have been sent already. So able to, you know, take that information and turn it into items.

Recruit AI

3:25

Thanks for sharing that. Your ability to create systems and improve operations sounds impressive. What strategies have you used to generate referrals or business-to-business partnerships?

Matthew Fugett

3:36

Business to business partnerships, would say, at at this stage are not nonexistent, but they are growing rapidly. When we were a brick and mortar, I would do it by physically actually going places, dropping off my business card, letting them know, we are, you know, we are just down the street or we are in the area. And we would love to come out and do some IVs for your staff members, do injections. Um, just recently, I have partnered up with the sheriff's office to actually do a wellness event for them. So it's something we we do quite often. It just now that we're telehealth, that has changed a little bit. So I'll be honest. Recently, I haven't done that as much, but I still do handle business to business negotiations and things like that. Pretty frequently. I recently got a an eighteen thousand dollar refund for product that didn't quite meet our specifications. And it was something that the the business partner in particular had messed up on a certain size, not something that we couldn't ship out, but something we weren't necessarily happy with. So I was able to get us a pretty sizable refund. It was over twice what we paid for the product.

Recruit AI

4:51

That's great to hear. It seems like you have a knack for building partnerships and negotiating effectively when needed. Now, what KPIs would you monitor daily, weekly, and monthly if you were managing a sales team?

Matthew Fugett

5:06

Daily would definitely be volume. So how many calls are going out, how many calls when they are you know, going out? Are they actually being answered? Are we doing no shows? In that downtime, are we actually making new new contacts out to new patients? Obviously, sales revenue is huge. But I also wanna know our our retention. So that's you know, monthly would be retention. For weekly, I definitely wanna see I wanna see what is going on during the white space. And are we being effective with with downtime. So that is probably the the biggest you know, metric I would wanna check every week. And, of course, you know, daily, weekly, monthly revenue goals and retention.

Recruit AI

5:52

Thanks for that detailed explanation. It sounds like you have a holistic view of metrics that matter to a sales team. It was great speaking with you today. We'll be in touch regarding the next steps in the hiring process via email in the next few days if you are successfully chosen to move forward. Have a great day. Do you have any questions before we wrap up?

Matthew Fugett

6:11

Yeah. My only question, just so I know for the rest of my you know, interviews and and other resumes and applications I'm putting out there. Will I also get an email if I am not chosen to go forward

Recruit AI

6:25

Yes, you should receive notification via email regardless of the outcome. We'll make sure to keep you informed throughout the process. Do you have any other questions?

Matthew Fugett

6:34

Nope. That's it. Thank you.

Recruit AI

6:37

You're welcome. Best of luck with everything, and have a wonderful day!

Matthew Fugett

6:41

Thanks. You as well. Bye bye.

Recruit AI

6:44

Take care!