

Interview Transcript

Brandy Pound | Aug 18, 2026 at 12:13 PM | en-US

Recruit AI

0:02

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

Brandy Pound

0:08

Good. And yourself?

Recruit AI

0:12

I'm doing well, thank you. Thanks for your interest in the Ultimate Longevity Center General Manager - Winter Park, 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?

Brandy Pound

0:37

Not at all.

Recruit AI

0:39

Great! Let's dive in. Could you tell us a bit about yourself and what attracted you to this opportunity?

Brandy Pound

0:45

I am a licensed aesthetician, cosmetologist, and educator as well as a former MedSpa owner myself. And after I sold my business, realized I wanted to stay in the day to day operations of the medical spa industry or something very similar. Without being an owner any longer. So when I read through the job description, it definitely appealed to that, um, what I'm looking for long term with that being said.

Recruit AI

1:11

That makes a lot of sense given your background. It seems like you're well-aligned with the role. Next, can you tell us about a time you influenced someone to make a decision or take action?

Brandy Pound

1:23

So I did a lot of client consult consultations. Day to day at my with my time at the Skin Studio Medical Spa. So I've always taken an educational stance when I speak with clients about any of the services that they may be thinking about trying or if they've already have the service in mind, you know, coming in and booking an appointment for. So I just I'd like to educate them on the pros and the cons of the services. Realistic outcomes, um, complementary services, things of that nature.

Recruit AI

1:53

Got it, thank you. Providing that kind of guidance and education can really help clients make informed decisions. Moving on, what experience do you have that makes you a strong fit for this position?

Brandy Pound

2:06

For the last seven years, I have I was the operations manager for the Skin Studio. So I ran I was in charge of all the day to day tasks from onboarding to termination if necessary. Training, uh, client acquisition, I also ran I actually took on marketing back in house And so I would build and optimize our sales funnels, follow-up with lead nurturing, to make sure that the clients were converting from prospects into actual booked appointments such as consultations and services. Payroll, pretty much inventory, you name it, vendor relationships. I had my hand in just about every aspect of, uh, the daily operations of a of a spa.

Recruit AI

2:51

Sounds like you have a comprehensive range of experience in managing spa operations. Let's talk about your approach to partnerships. What strategies have you used to generate referrals or business-to-business partnerships?

Brandy Pound

3:02

Great question. So with the area that the Skin Studio was located, it was a very, small kind of local tight knit community. It's, um, area called the Divine District in Columbia, South Carolina. And so anytime we we would host, um, our biannual open house, I'd love to connect with what I call complimentary businesses. So, like, Hotworks, which is as I don't wanna call it a gym, but it's a self guided fitness location, a pilates studios. Sometimes we would connect with, like, a fellow cosmetologist. Uh, we would even connect with local aesthetic schools just so we could give the future professionals an opportunity to see what it was like, you know, on the day to day operations of a medical spa. But really any complimentary business that, you know, we could kind of think of. We've even, you know, made partnerships with. Excuse me, back up. We're in Columbia, South Carolina, which is home to University of South Carolina. So we've even made partnerships with some of the student housing. So when students would move in, we've done some one-sided events, referrals, of that nature. So we really tried to think out of the box.

Recruit AI

4:16

It sounds like you've been very effective in building partnerships by connecting with a variety of complementary businesses and community organizations. For the final question, what KPIs would you monitor daily, weekly, and monthly if you were managing a sales team?

Brandy Pound

4:32

So I did have to monitor KPIs on a regular basis. Typically, um, start of my day, I would look at what we call the books. And look at appointments booked. And if we had any large gaps would try to minimize those as much as possible. So whether that be move one appointment from one practitioner to another, if it did make sense for a practitioner to come in for a really short shift. It could be anything such as running SMS campaigns to fill, you know, larger gaps later in the week if that was the case. But definitely I monitored rebookings cross selling, upselling, as well as retail products and those are monitored on a weekly basis. Obviously, a monthly basis, and then year, you know, year over year as well. And I would always track those not only month to month, but, like, quarter to quarter. And just just to make sure that we were staying on target for our anticipated sales revenue for whether, like I said, like, whether it be, you know, thirty days that I was tracking, sixty days, or ninety days.

Recruit AI

5:30

I see, you have a robust approach to tracking and optimizing sales performance. 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 for me about the role or the next steps?

Brandy Pound

5:45

No. I don't believe so.

Recruit AI

5:56

Alright, if anything comes up later, feel free to reach out. Thank you for your time today. You can end the call whenever you're ready. Have a great day!