

**Job mission**

As an Ambassador of the Maison, he/she ensures a unique client experience before, during and after a sale. He/she achieves sales targets and proactively develops his/her client portfolio. He/she also participates to the daily boutique operations

**Main accountabilities**

## Sales Achievements

- Ensures a unique and exceptional client experience during a sale
- Perfectly masters the steps of a sale (welcome, discover and understand, convince, close and develop)
- Adapts according to clients' needs and motivations
- Strives to always improve and surprise the clients
- Deals with ease during negotiations and objections
- Transmits the passion and values of the Maison
- Acts as the privileged contact for the client(s) in case of Care Service
- Meets individual and boutique targets, both quantitative and qualitative

## 2. Client Relationship &amp; Portfolio Development

- Cultivates strong client relationships and develops client loyalty
- Efficiently develops the client portfolio
- Executes targeted CRM actions
- Participates to client events and acts as an Ambassador of the Maison

## 3. Daily Boutique Operations

- Respects all group, Maison and boutique policies and procedures
- Participates to inventories
- Participates to the set up and breakdowns at opening and closing of the boutique
- Participates to the implementation of Visual Merchandising guidelines
- Assists with special projects when requested

**Key Skills**

- Strong interpersonal skills
- Sales skills & product knowledge
- Client acumen
- Team spirit