

RICHEMONT JOB DESCRIPTION

JOB TITLE:	Sales Associate
LOCATION:	Hong Kong
REPORTING TO:	Boutique Manager / Retail Director
UPDATE:	

MAIN PURPOSE

- She or he is the front line representative of the Brand, thus responsible for managing the customer's experience and selling products.
- Requires sales, service and language skills for success
- In depth of product knowledge
- Professional presentation of self

KEY RESULT AREAS AND MAIN RESPONSIBILITIES

1. Sales and Customer Service:

- Maximize the sales of products, by achieving his or her own individual sales targets and helping to achieve the Boutique targets. (total turnover, average sales receipt amount, product mix, number of transactions)
- Provide qualitative customer service by delivering the best customer service.
- Promote and sell products by identifying customer's needs and suggest merchandise to meet their needs.

2. Policies and Procedures:

- Understands and abide by safety regulations and security procedures.
- Ensure that the Boutique appearance is up to standards and the display of products are presented in accordance with specifications.
- Have complete and accurate knowledge of the Brand and our products.
- Follow authorization and reporting procedures.

3. Customer Development:

- To develop a strong customer relationship and loyalty.
- To acquire a relevant customer database, convert into sales transaction and retain the customer for future transactions.
- To treat the customer according to brand's standards.

