Thailand Jobs Expertini®

Fashion Advisor - Suvarnabhumi Airport

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Company: CHANEL

Location: Thailand

Category: other-general

The Fashion Advisor will be committed to serve with passion and provide excellent service to customers leading to a direct increase in sales revenue. Teamwork, trust, respect, and care for each other are key factors.

Key Responsibilities:

Customer Service

Deliver exceptional Customer Service to customers in line with CHANEL standards

Ensure all Customer service and after-sales requests are handled according to guidelines

Build long term relationship with customer on professional manner

Image & Merchandising

Ensure own grooming is in line with the CHANEL image

Maintain window and boutique displays to reflect the essence of the seasonal collection

Work with Visual Merchandiser to ensure front of house merchandise are arranged in accordance to CHANEL display guidelines

Sales Achievement

Strive to achieve sales targets without compromising service excellence

Track sales on a daily/weekly/monthly basis to ensure own targets are met

Monitor quota on all categories of product before closing the sales with client

Operations

Adhere and carefully follow the Boutique Operations Manual

Follow procedures to prevent theft / fraud in the boutique and prevent security breaches

Ensure assigned tasks by the immediate Supervisor are completed timely and orderly, e.g. stock-take accuracy, stock preparation, monthly stock counting, stock arrangement, cleanliness of back of house, After Sales process

Teamwork

Actively participate in regular meetings to optimize teamwork and initiatives (morning briefings, monthly meetings, training)

Share knowledge, market intelligence and information with team members to help build a highperformance team

Show drive & initiative to support team members at work when needed

Ensure there is a clear and transparent communication with all team members

Professional Qualifications

Minimum Bachelor degree (any field)

Minimum 2 years of retail experience (preferable) especially in luxury fashion is a plus or minimum 2 years of service industries

Passionate about Fashion

Highly motivated and fast-learner

Excellent customer service and selling skills with natural gesture

Well groomed, with a pleasant and dynamic personality

Good interpersonal and communication skills

Good team player

Disciplined and honest

Able to withstand retail working hours and work on weekends and public holidays

At Chanel, we are focused on creating an inclusive culture that nurtures personal growth, contributing to collective progress. We believe the uniqueness of each individual increases the diversity, complementarity and effectiveness of our teams. We strongly encourage your application, as we value the perspective, experience and potential you could bring to CHANEL.

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