

STORE STYLE ADVISOR

ROLE:

- To deliver exceptional levels of one-on-one customer service
- Make a positive impact on the commercial performance of the store
- Demonstrate a can-do attitude being a proactive and strong team player
- Have high personal standards of appearance and reliability
- Be accurate in delivery of day-to-day tasks

KEY ASPECTS OF THE ROLE:

COMMERCIAL

- To deliver their part in delivering the monthly sales plan
- Maintain accurate handling of stock through transfers and new deliveries
- Fully aware of their stores best sellers and their feature in store and stock levels
- Show initiative in identifying potential sales opportunities
- Deliver high average transaction value and regular commission sales

CUSTOMER SERVICE AND EXPERIENCE

- Give exceptional levels of customer service at all times
- Be proactive in handling all customers as a priority
- Look to develop key relationships with selected VIPs
- Be able to give an excellent level of denim experience to all customer types
- Be able to make customer calls and offer styling advice

PASSION FOR PRODUCT

- Extensive knowledge and awareness of the brands stocked
- Give detailed knowledge of customer feedback and product requests
- Maintain the store visual merchandising standards
 - Always try on new products and be aware of different fits in denim
- Understand the key seasonal trends in denim and collections
- Awareness of new seasons brands and product

SKILLS REQUIRED

- Demonstrate a positive and can-do attitude
- Be reliable, timely and professional
- Have good communication skills,
- Have high standards in personal presentation
- Show initiative and self-motivation in understanding the store priorities
- Be able to communicate clearly across the other stores
- Participate in the training and development of new sales advisors both full and part time
- Show participation in team meetings

SKILLS REQUIRED

Passionate about Trilogy and the designer womenswear market

Be reliable, timely and professional

Show self confidence in giving styling and fit advice.

Show initiative and self-motivation in understanding the stores priorities

Excellent communication skills with customers and other team members across the business.

Be accurate in use of all systems especially in stock movement and processing transactions

Finally, we believe that all our style advisors should be positive, have a great attitude and provide an exceptional customer experience.

They should have high standards and a willingness to learn.