

Job Description – Supervisor Trainee

Supervisor Trainee Program is a **12-month comprehensive program** including classroom learning, on-the-job attachment, project management as well as intensive coaching for young talents to equip you with vital store management skills in fast fashion industry.

Regular feedback sessions are also organized and mentors assigned to guide each trainee throughout the learning journey.

Job Roles:

- Provide best possible customer services at all times in accordance with the company guidelines and image standards to maximize sales and ensure customer satisfaction;
- Develop rapport with customers to establish customer loyalty;
- Perform operational activities that drive sales and uphold store standards;
- Coach the new joiners to adapt the working environment;
- Assist the Shop Manager in the management of store operations and sales team and be accountable for driving sales revenue, controlling operation costs, developing and retaining talent, providing exceptional service to customers and complying with all store operations requirements;
- Opportunity for market visit in China/Taiwan/Korea.

Responsibilities:

- Support Store Manager in resources and operation cost control and management;
- Deliver shops daily, weekly and monthly sales target to colleagues clearly;
- Propose action plans to improve key store KPI and maximize business opportunities;
- Assist in monitoring store sales performance, continuous improving sales and average unit price;
- Perform sales analysis of merchandises and slow moving products, and make appropriate action plans and sales strategy;
- Provide training to colleagues on product knowledge including fabric, material used, features and benefits, as well as VM standards in order to upkeep company image and attract customers;
- Ensure appropriate display of products according to the VM guidelines and requirements;
- Effectively drive the team to reach set goal, thereby improve overall productivity;
- Provide a clear job requirements and guidelines to new joiners;
- Monitor and enforce all corporate policies in place (eg. Dress code, cashier process, shrinkage etc.) as directed by the policies and procedures;
- Support the Store Manager in the organization of stock take, identify discrepancies and taking action to improve results.



Requirements:

- Fresh graduate with Diploma or above; OR one year working experience;
- Fast-paced, passion for retail and fast fashion sector;
- Cheerful with strong service mindset; energetic and self-initiative;
- Good interpersonal skills and communication skills;
- Ability to delegate and prioritize tasks and responsibilities;
- Strong time management skill and able to work under tight timeline;
- Good command of English and Chinese (Cantonese and Mandarin).



Job Description – Internship

Internship is a **2-month intensive training program** in May/June to Aug 2017.

Job Roles:

- Provide best possible customer services at all times in accordance with the company guidelines and image standards to maximize sales and ensure customer satisfaction;
- Develop rapport with customers to establish customer loyalty;
- Assist in project management (stock-take/visual merchandising);
- Assist in market information benchmark exercise (customer service/product information);

Responsibilities:

- Customer first. Help all customers feel welcome in our stores. Help customer to make purchase appropriate to their needs and ensure customer satisfaction upon to the company service standards;
- Provide courteous service throughout the store including the sales floor, fitting room and cashier;
- Deliver information to our customers about our products such as quality, style price and sales items, etc and introduce new products for up-selling;
- Maintain the cleanness and tidiness of store environment according to the company standard;
- Ensure the adequacy of the stock level on sales floor. Replenish product timely and systematically to maximize sales;
- Complete the assigned projects on time.

Requirements:

- Passion for retail and fast fashion sector;
- Cheerful and helpful, team-worker;
- Good interpersonal skills and customer-focused;
- Fast-paced, and willing to learn;
- Good command of English and Chinese (Cantonese and Mandarin);
- Should able to work two months, 9 hours per day.

Job Description - Sales Associate

Job Roles:

- Provide best possible customer services at all times in accordance with the company guidelines and image standards to maximize sales and ensure customer satisfaction;
- Develop rapport with customers to establish customer loyalty;
- Perform operational activities that drive sales and uphold store standards.

Responsibilities:

- Customer first. Help all customers feel welcome in our stores. Help customer to make to purchase appropriate to their needs and ensure customer satisfaction upon to the company service standards;
- Provide courteous service throughout the store including the sales floor, fitting room and cashier;
- Deliver information to our customers about our products such as quality, style price and sales items, etc and introduce new products for up-selling;
- Maintain high level of product knowledge including, fabric, material used features, and benefits;
- Maintain knowledge of VM display requirements and guidelines;
- Maintain the cleanness and tidiness of store environment according to the company standard;
- Ensure the adequacy of the stock level on sales floor. Replenish product timely and systematically to maximize sales;
- Shipment processing and stockroom organization.

Requirements:

- At least 1 year relevant retail experience;
- Secondary School graduate or above;
- Passion in fashion;
- Customer service oriented;
- Multi-customer and multi-tasking ability;
- Organize and into execution;
- Good Communication skills;
- Able to deal with stressful situations;
- Ability to adapt and work effectively with colleagues;
- Customer service, product knowledge and communication skills;
- Good command of English and Chinese (Cantonese and Mandarin).



Job Description – Part-Time Sales Associate

Job Roles:

- Provide best possible customer services at all times in accordance with the company guidelines and image standards to maximize sales and ensure customer satisfaction;
- Develop rapport with customers to establish customer loyalty;
- Perform operational activities that drive sales and uphold store standards.

Responsibilities:

- Customer first. Help all customers feel welcome in our stores. Help customer to make purchase appropriate to their needs and ensure customer satisfaction upon to the company service standards;
- Provide courteous service throughout the store including the sales floor, fitting room and cashier;
- Deliver information to our customers about our products such as quality, style price and sales items, etc and introduce new products for up-selling;
- Maintain knowledge of VM display requirements and guidelines;
- Maintain the cleanness and tidiness of store environment according to the company standard;
- Ensure the adequacy of the stock level on sales floor. Replenish product timely and systematically to maximize sales.

Requirements:

- 6 month and above working experience in retail or service industry;
- Cheerful and helpful, team-worker;
- Good interpersonal skills and customer-focused;
- Fast-paced, and willing to learn;
- Good command of English and Chinese (Cantonese and Mandarin);
- Should able to work for 2-3 days per week, 4-8 hours per day;
- Local and Overseas Students are welcome.