

JOB DESCRIPTION

Title: **Fragrance Sales Consultant**
Responsible to: **Regional Manager/Regional Support Manager**

Main Objectives:

- To achieve sales and productivity targets as set by the Company.
- To provide supreme customer care to the store and to customers.
- To successfully implement ideas and methods of building business as agreed with the Company.
- To effectively traffic stop in order to gain incremental sales.
- Work both independently and as a part of a team.
- Act as a Company and brand ambassador and to represent the Company in a professional manner at all times.

Key Tasks	Performance Criteria
Achieve and exceed sales targets	<ul style="list-style-type: none"> ▪ Be a confident salesperson. ▪ Achieve and exceed the sales targets set by your RM/RSM ▪ Achieve AUS/ACP targets as agreed with account/business manager and/or RM/RSM. ▪ Effectively link-sell across all brands.
Training, product knowledge and selling skills	<ul style="list-style-type: none"> ▪ Maintain up-to-date product knowledge and exceptional selling skills. ▪ Attend required training sessions and exercises. ▪ Read and assimilate all training material. ▪ Complete all quizzes and tests. ▪ Discuss any additional training needs with RM/RSM.
Marketing	<ul style="list-style-type: none"> ▪ Read, assimilate and implement all sales and marketing material. ▪ Use store contacts to maximise opportunities.
Ensure correct stock and tester levels are available at all times	<ul style="list-style-type: none"> ▪ Undertake regular stock checks. ▪ Be able to use in-store systems to ensure that any stock issues are dealt with appropriately. ▪ Inform RSM of any actions required.
Relationships	<ul style="list-style-type: none"> ▪ Display a positive attitude towards the Company, the brands and store. ▪ Provide excellent service to store within which you work. ▪ Develop a good relationship with store management and all sales staff, and use contacts to maximise opportunities. ▪ Be reliable, courteous and committed.
Maintain Company and brand images at all times.	<ul style="list-style-type: none"> ▪ Clean counters, shelves, tanks, etc. ▪ Testers available and clean. ▪ Products displayed and merchandised correctly. ▪ Additional items supplied by Company, used as directed. ▪ Full use of all diagnostic/advice material.
Provide supreme customer care	<ul style="list-style-type: none"> ▪ Provide excellent customer service. ▪ Positive communication skills with good diction. ▪ Confident, flexible and motivated approach. ▪ Friendly and outgoing.
Effective traffic stopping	<ul style="list-style-type: none"> ▪ Approach customers with relevant focused products with a confident, motivated, but friendly attitude.

Market awareness	<ul style="list-style-type: none"> ▪ Maintain market awareness regarding information on developments in store, competitive information and recruitment potential. ▪ Awareness of opportunities for publicity, promotions, demonstrations and activity evidenced by a full and rich programme of in-store and external activity (to be agreed with marketing and in line with company strategy).
Completion of personal and account administration as directed by the Company	<ul style="list-style-type: none"> ▪ Accurate and timely completion of monthly documentation. ▪ Neat and legible handwriting.
Reflect Company standards at all times	<ul style="list-style-type: none"> ▪ Adhere to Company dress code/grooming guidelines. ▪ Always wear uniform/agreed clothing. ▪ Maintain clothes, shoes, hosiery etc. in good condition. ▪ Full make-up and manicure. ▪ Hair clean and well groomed. ▪ Positive, flexible and motivated approach. ▪ Friendly and outgoing. ▪ Positive attitude to customers and colleagues.
Respect Employment Law and Health & Safety Requirements	<ul style="list-style-type: none"> ▪ At all times, respect and follow the employment laws relating to staffing, health & safety in the workplace and the company's duty of care to their employees.
Other responsibilities	<ul style="list-style-type: none"> ▪ Carry out such related tasks as may from time to time be required commensurate with the role.

I confirm my agreement to the above job description.

Signature:

Print Name:

Date: