

# **HALLETT RETAIL SERVICES LIMITED**

## **JOB DESCRIPTION**

**JOB TITLE: SALES ASSISTANT**

**REPORTING TO: CONCESSIONS MANAGER**

**JOB PURPOSE: To maximise sales by providing excellent customer service to enable the company to achieve budgetted profit.**

### **PRINCIPAL ACCOUNTABILITIES:**

- 1. Provide courteous, efficient and helpful customer service on sales floor, fitting rooms and the cash and wrap to ensure customer satisfaction.**
- 2. Ensure all customer queries and/or complaints are satisfactorily concluded.**
- 3. Ensure that all company and host store procedures are strictly adhered to.**
- 4. Implement any markdown and price alterations.**
- 5. Deputise in Manager's absence and action all requests from Manager within agreed time scales.**
- 6. Adhere to the communications system implemented by the Concessions Manager, including communications with Brands.**
- 7. Maintain a high standard of housekeeping to ensure the concession is attractive to customers and provides a healthy and safe environment.**
- 8. Maintain good housekeeping standards to ensure an attractive and safe environment.**
- 9. Ensure all administrative responsibilities are completed well and on time.**
- 10. Maintain high standard of merchandising of stock within space available.**
- 11. Maximise value of sales by introduction of accessories.**