

HALLETT RETAIL SERVICES LIMITED

JOB DESCRIPTION

JOB TITLE: CONCESSIONS MANAGER

REPORTING TO: AREA MANAGER

JOB PURPOSE: To maximise sales in the Concession by ensuring that all staff are fully trained and motivated and that the concession is attractively merchandised to provide a positive shopping experience and the achievement of company budgetted profit.

PRINCIPAL ACCOUNTABILITIES:

- 1. Ensure that the highest standards of customer service are maintained at all times.**
- 2. Complete all administration tasks required correctly and on time.**
- 3. Identify and address training needs of staff.**
- 4. Carry out induction of new staff ensuring that all documentation is correctly completed and forwarded to Head Office and Line Manager as required.**
- 4. Recruit and train new employees ensuring that all probationary requirements and individual appraisals are carried out within the correct time scales.**
- 5. Monitor performances of staff identifying any disciplinary issues or training needs.**
- 6. Implement and maintain communication systems to staff, line manager and brands as required.**
- 7. Maintain a high standard of housekeeping to ensure the concession is attractive to customers and provides a healthy and safe environment.**
- 8. Build and maintain a professional relationship with management of the host store, whilst ensuring the company's requirements are met.**
- 9. Monitor and maintain all aspects of stock management including stock losses, markdowns and stock levels.**

- 10. Ensure full adherence to all company policies and procedures including where relevant, host store procedures, with particular emphasis on health and safety of staff and customers.**
- 11. Ensure that the concession is maintained to the highest visual merchandising standard to ensure maximum sales.**
- 12. Maintain a high security awareness by ensuring that all company security procedures are complied with.**