

LADURÉE

Paris

JOB DESCRIPTION

<u>JOB TITLE:</u>	Sales Assistant
<u>DEPARTMENT:</u>	Ladurée
<u>REPORTING TO:</u>	Retail Manager/ Assistant retail manager
<u>JOB SUMMARY:</u>	Sales / Refurnishing / Laying out

Sales:

- Ensure all guests receive very prompt and cordial attention at all times.
- Greet guests and help them in their choices in directing them with your product's knowledge. Know all the products by heart. Ask your manager if in doubt.
- Prepare their goods in taking the right packaging and the right procedures. (refer to Ladurée retail bible)
- Get yourself enthusiastic and dynamical. Be Nice
- Use the correct language as mentioned in "welcome book"
- Push extra sales in giving information on our new range of cakes or macaroon's flavours.
- Treat all items with due care and consideration at all times.
- Be helpful with customer's choice.
- To be responsible in dealing with cashier transfers, deposit cash flow and cashing up.

Refurnishing/laying out:

- Ensure that the retail layout is well presented at all times and refurnish it as always as it is necessary.
- Inform your manager when any products is running out.
- Ensure you have enough bags, ribbons, boxes before your shift ends.
- Refurnish as often as you can all shelves with tea boxes, sugared almonds, tea sets, "present" boxes, jams or any other dried goods which are currently on shelves (do not forget to mark and write whatever you take on the stock form as per our Retail Bible).
- Ensure that your layout it is as it should be as per our Retail Bible.
- Always place goods in a nice manners adhering to Health and safety regulations.

GENERAL RESPONSIBILITIES:

- **To provide a friendly, courteous and professional service at all times.**
- Maintain good working relationships with your colleagues and all departments.

- To ensure you have a thorough understanding of and adhere to Ladurée regulations in particular the policies and procedures relating to fire, hygiene and safety.
- To ensure you as an employee report for duty **punctually**, wearing the correct uniform at all times, maintaining the highest of standard in hygiene & grooming.
- To be flexible and extend job duties to carry out any other reasonable duties and responsibilities within the job capacity as assigned, including redeployment to alternative departments if required, to meet business demands and guest service needs.
- To attend training and meetings as and when required.

The Job Description is intended to illustrate the main responsibilities of the job and is not intended to be exhaustive. Duties may change from time to time.

(Signed)

EMPLOYEE: _____

DATE: _____