

Shop Attendant

Gather Resources Madagascar

Description

The Shop Attendant is responsible for meeting individual and team targets including key performance indicators (KPIs), while ensuring an excellent guest experience through meaningful interactions and relationship building. She/he acts as a brand ambassador, representing products and company values. Contribute to revenue growth through effective sales and merchandising.

Operating under direct supervision, she/he works primarily in retail shops, contributing to team effectiveness. The Shop Attendant supports operational tasks such as inventory restocking, handling deliveries, and organizing merchandise to maintain product availability and presentation, directly impacting sales and guest satisfaction.

Qualifications

English and French proficiency skills at minimum C1 level, both with guests and team. Additional another European language (Italian, German, Spanish) at C1 is considered an asset;

Strong communication skills, with the ability to convey ideas, information, and instructions clearly and appropriately in both verbal and written form;

Minimum one – two years of retail, sales, or customer service experience;

Previous experience in luxury guest services is highly valued;

Demonstrates a proven ability to drive sales performance through strategic business development initiatives, including successful product launches and promotional events;

Shipboard experience is a plus. Knowledge of fashion trends and guest shopping behavior;

Experience in merchandising, product launches, or promotional events is highly valued. Ability to work long hours onboard in a dynamic environment.;

Strict adherence to sanitation, safety, and security protocols;

Calm when dealing with problems and difficult people;

Strong knowledge of point-of-sale (POS) systems and operational procedures, ensuring efficient transactions and accurate application of promotional offers.

Responsibilities

Ensures that all product displays strictly comply with established visual standards and guidelines, maintaining an organized and appealing selling floor presentation while restocking merchandise promptly to guarantee continuous product availability;

Greeting guests upon arrival and starting an engaging conversation by asking insightful open questions regarding their needs and preferences;

Getting to know the guest and engaging them with upcoming experiences that match their interests;

Deliver courteous, personalized, and brand service strategies to guests, ensuring a premium shopping experience;

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Proactively recommends additional products or services, clearly explains features and benefits, and strives to successfully complete each sale also leveraging promotion;

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Responsibilities (continued)

Process transactions, returns, and exchanges in line with company policies;

Actively promote products, achieve individual and team sales targets, and contribute to onboard revenue growth;

Responds promptly to guest requests and feedback, providing effective follow-up and escalating matters to management when necessary to ensure timely resolution and sustained guest satisfaction;

Showing a strong commitment to achieving both individual and team goals, including revenue targets and key performance indicators (KPIs);

Ensure efficient merchandise receiving by precisely counting, properly segregating, and clearly labeling all items in line with established procedures, while promptly reporting any discrepancies to management;

Handle merchandise responsibly, safeguarding against damage or loss;

Performing daily opening and closing procedures and being responsible for end of day point of sale audit;

Conducting regular stock counts, and report discrepancies to management;

Maintaining neat and organized understock and stock room/locker;

Ensures strict compliance with security, sanitation, and safety standards within shops and storage areas, safeguarding customers, colleagues, and merchandise while maintaining an orderly and protected retail environment;

Participate in training sessions to enhance product knowledge and retail skills;

Uphold professional grooming standards and act as a brand ambassador for the company.