

Shop Specialist (Beauty & Fragrances)

Gather Resources Madagascar

Description

The Shop Specialist Beauty & Fragrances is an expert in an assigned Beauty section, responsible for delivering exceptional guest experiences and driving sales results and maintaining high retail standards onboard.

The Shop Specialist Beauty & Fragrances sells high-end beauty products, maintains store standards, and ensures adequate stock levels. The Specialist monitors their section, assists in other categories, and educates customers on fragrances and cosmetics recommending products based on customer preferences. The role has expertise in KPIs, and delivers product training to the staff.

Qualifications

English and French proficiency skills at minimum C1 level, both with guests and team. Additional another European language (Italian, German, Spanish) at B2 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 in a beauty store or high-end retail environment, sales, or customer service experience. One year shipboard experience is preferred;

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

Knowledge of fashion trends and guest shopping behavior;

Experience in merchandising, product launches, Sales & Marketing Management, or promotional events is highly valued;

Ability to work long hours onboard in a dynamic environment.;

Calm when dealing with problems and difficult people; Reliable, honest, and effective;

Strong knowledge of point-of-sale (POS) systems and operational procedures, ensuring efficient transactions and accurate application of promotional offers; Strict adherence to sanitation, safety, and security protocols; Professional grooming standards and polished presentation.

Responsibilities

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

Portraying a positive image of the onboard retail shops to all guests in order to build trust and credibility for the entire shop team;

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

Providing an informed and accurate response about products and services offered reflecting a commitment to the guest;

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Responsibilities (continued)

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

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

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

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 or exceeding both individual and team sales goals to maximize onboard revenue opportunities independently;

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 other duties, as assigned, to meet business needs;

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, representing company's values and luxury retail standards;

Operate point-of-sale (POS) systems accurately and efficiently;

Cross-training and working in all areas/locations as required.