

GREETER

We are looking for a Greeter to join us at our Cartier boutiques to be the face of our Maison and to effectively contribute to the success of our brand. If you have a heart for luxury jewellery and passionate in serving people, we welcome you to apply now!

HOW WILL YOU MAKE AN IMPACT?

- As an Ambassador of the Maison, you are responsible for upholding the Cartier image and to provide a consistent excellent client experience through the entire client journey
- You will handle the waiting time management by informing clients about the approximate waiting times, providing stock information, and storytelling about the Maison and the boutique
- You will also ensure a smooth client flow and orientation throughout their journey in the boutique by assessing their needs and being prompt and positive in responding to their concerns

HOW WILL YOU EXPERIENCE SUCCESS WITH US?

We believe in shared success, and understanding that with your actions you elevate your team and brand.

To contribute to team success you:

- Have strong team spirit
- Maintain excellent **communication** in English and Mandarin
- Be digitally savvy and have strong organization skills
- Provides excellent service and client focused
- Exercise flexibility and take the initiative to serve at the highest standard

HOW DO WE KEEP YOU SMILING?

- A great opportunity to be a part of a dynamic and diverse team that goes the extra mile to uphold outstanding service for our beloved clients
- This role will also help deepen your knowledge of luxury whilst enhancing your expertise in boutique operations and service
- Finally, a plethora of opportunities within Cartier and the Richemont Group to help you develop and take your career to the next level

YOUR JOURNEY WITH US:

- After being shortlisted, you will first meet the HRBP to get to know YOU and give you a preview of the team dynamics and company culture
- Subsequently, you will be meeting with the Commercial Client and Operations Manager to dive deeper and assess your fit to this role. He/she will also share potential growth opportunities should you be successful in this position
- Finally, you will meet with the Boutique Manager to find out more about how we operate and an opportunity for you to ask questions about the business and the Maison.

Job mission

As an Ambassador of the Maison, he/she is responsible for the welcoming and greeting of the clients. He/she ensures a smooth flow of clients in the boutique and manages appointments and waiting time.

Main accountabilities

1. Client Welcoming

- > Upholds the Cartier image by maintaining professional demeanor at all times
- > Provides a consistent excellent client experience by providing the highest degree of courtesy and professionalism
- > Welcomes and greets the client upon arrival in the boutique and/or boutique area
- > Thanks clients upon departure

2. Waiting Time Management

- > Informs clients about the approximate waiting time, or, when applicable, manages the waiting time using the available tool/application
- > Allocates the clients to an available Sales Associate using the available tool/application.
- > Provides information on stock (availability, pricing) and storytelling about the Maison and the boutique
- > With client's consent, collects client data as a first phase discovery
- > Makes a boutique discovery for all clients that wish to when circumstances permit

3. Client Flow & Orientation

- > Answers client questions and/or assesses clients' needs in regards to orientation
- > Assures prompt and positive actions on client questions, requests, concerns, suggestions, and complaints.
- > Directs the client to the appropriate representative according to the appointment time slot
- > Ensures the client flow is smooth within the boutique

Key skills

- > Strong communication skills
- > Digitally savvy
- > Organization skills
- > Flexibility and availability
- > Team spirit