

MICHAEL KORS

Job Description Cashier

Passionate for fashion and a fast-paced Jet Set environment, our Cashiers are Jet Set Ambassadors, representing the vision of Michael. Our Ambassadors are empowered to deliver an elevated customer experience with exceptional communication skills and, as team players, collaborate with a positive approach to challenges, demonstrating speed, energy and optimism.

Major Responsibilities include but are not limited to:

People

- Ensure image and grooming standards are aligned with the brand policy
- Practice and role model the company behaviors, ensuring effective use of the behavior toolkit
- A charismatic, people focused professional who enjoys working as part of a large team to deliver an exceptional Jet Set Experience

Service

- Provide the highest level of Jet Set Experience to the Michael Kors customer, by greeting each customer and approaching the last steps of the customer's purchase in a warm and friendly manner.
- Respond to customer questions and concerns quickly and effectively as well as ensuring customer satisfaction.
- Maintain client communication as a Jet Set Ambassador through utilizing all available clientelling Apps and tools
- Proactively manage the CRM database.

Sales

- Use of Product Knowledge packs to become a Selling Expert to advise our customers with passion and confidence
- Understand business results and opportunities to drive sales

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