

❖ MADAME *fancy* PANTS ❖

VISION

MADAME FANCY PANTS IS AN INVITING, FUN, WHIMSICAL SPACE FOR OUR CUSTOMERS TO RETURN TO, TIME AGAIN, FOR SPECIAL HANDPICKED TREATS & OUR EXCEPTIONAL, PERSONAL SERVICE.



As a member of our team you will be part of the smooth and efficient running of the store, ensuring customers get the expected Madame Fancy Pants service during their visit.



CORE RESPONSIBILITIES AND ACTIVITIES

CUSTOMER SERVICE

- Actively acknowledge and approach all customers with a follow up to identify the customer's needs.
- Product knowledge to enhance selling potential.
- Ensuring your service is enthusiastic and genuine at all times.
- Build relations with new and existing customers to encourage return.
- Deal with all customer enquiries efficiently and remain calm during all customer interactions including challenging situations.
- Ensure all customers are thanked for stopping in and warmly invited to return again soon.

ESSENTIAL SKILLS/KNOWLEDGE

- Able to work sole charge and stay on task and motivated.
- Energy and sparkle to last the busy day.
- Participate at team meetings.
- Demonstrate flexibility and a willingness to adapt to the needs of the business.
- Use initiative to actively seek out new opportunities and skills.
- Take responsibility for personal development, ensuring areas of strengths and development are communicated to store management.
- Participate in training opportunities and contributing positively to these sessions
- Embrace ownership of tasks, setting good examples for the team.
- Reflect and understand the Madame Fancy Pants brand, representing it positively and professionally.
- Previous related retail/fashion experience.
- Excellent customer service and people skills.
- Positive can do attitude.
- Achieving set sales targets.



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STORE OPERATIONS

- Carry out opening and closing procedures, receiving deliveries, uploading stock to website, processing online orders and ensuring the store is left clean and secure at the end of each day.
- Follow company guidelines for all cash handling including till transactions, cashing up and weekly banking. Replenish stock and new products throughout the day.
- Contribute ideas for displays and store merchandising to maximise sales opportunities.
- Maintain excellent housekeeping standards throughout the store, including external and back/stockroom areas.
- Complete all stock-take preparation and procedures as and when required.



HOURS

30-38pw Tuesday - Saturday

During store open hours of 10 am - 6pm

If this sounds like you get in touch!

Email your CV, a cover letter introducing yourself & why you would make a great addition to MFP & a photo of yourself to:
CLAIRE@MADAMEFANCYPANTS.COM

