



JOB DESCRIPTION – CUSTOMER SERVICE

POSITION SUMMARY

To earn the respect of your Co-workers and Customers while continually improving yourself by becoming a “Fit Expert” honouring the company’s promise to make the customer look and feel their best every time.

RESPONSIBILITIES

Culture

Can interpret and explain our:

- Values
- Beliefs
- Behaviour

Professional

- Maintains a well groomed appearance
- Is punctual for scheduled work shift
- Is flexible when needed

Honour Operating Philosophies

- Back to Basics
- Right Away, Same Day, Next Day
- On Time, Every Time

Honour Service Standards

- Greet customers within 30 seconds
- Determine customer needs
- Process customer efficiently
- Welcome customer back

Can Service

- Trade-up alterations, sell product, etc.
- Train with becoming a “Fit Expert”
- Price fairly
- Prepping

POS (Point of Sale)

- Log In
- Process sale
- Log out

Administration

- Paperwork
- Company policies & procedures
- Payroll (Optional)
- Equipment maintenance

Personal Growth

- Individual sales per hour
- Self-improvement

Working Conditions:

Physical requirements include standing and bending for pinning needs.