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**2x SALES & DESIGN CONSULTANTS**

**SUMMARY:**

Based in our Tottenham Court Road showroom, you are responsible for achieving your sales target. You are also responsible for demonstrating ongoing sales and initiative to close business. You are responsible for maintaining and developing a proportion of our existing client base, as well as proactively winning new business in the store by using your own and carrying out new business development activities. You are responsible for establishing rapport with your customers and securing the sale by proactively managing the relationship in the showroom and in the client’s home if needed. Interior Design skills are welcome but not essential.

As an enthusiastic ambassador of our personable brand, you will instinctively adopt a “nothing is too much trouble” approach and see things through to the end.

**COMMERCIAL AWARENESS:**

* Grow your individual sales year-on-year, and contribute to the overall growth of the Company
* Identify and pursue all viable opportunities to increase leads and sales.
* Nurture client relationships in the longer-term to maximise sales and profit, win repeat business, and maximise customer lifetime value.
* Proactively and intelligently supply clients with the information and materials they need.
* Introduce the Home Consultation, Interior Design services and Custom services at every opportunity.
* Provide feedback about our products and service to the business, whether derived from customers or personal observation.
* Control errors to ensure that margin rates are achieved.
* Create brand value for the Company through actions, words and behaviours commensurate with our premium brand status.
* Take responsibility for resolving or escalating customer service issues.
* Plan for and attend regular business reviews with line manager.

**BRAND AWARENESS:**

* Deliver a world-class experience to all your clients and ensure that the sales team do the same.
* Ensure that your behaviour and all your business decisions made are in line with our brand message.

**RETAIL STANDARDS:**

* Maintain the highest operational standards – in and out of the showroom.
* Take responsibility for your appearance and adherence to any specific guidelines.
* Ensure that all merchandising and display is in accordance with specific guidelines and our brand.
* Ensure that the showroom is unlocked and locked correctly, and that the showroom is open during normal trading hours. You may need to be available for out-of-hours security call-out.
* Maintain accurate and up to date customer records and quotes using the Company’s business systems Navision.

**JOB CONTEXT:**

 The role is based at our central London Show room and required week end work.

The sales process must be backed up by smooth, efficient management of personal day-to-day administrative, sales and stock management tasks.

**BENEFITS:**

Basic Salary + generous commission Scheme

Company Telephone

Generous Staff discount

**SUCCESS MEASURES:**

·      Achievement of sales revenue targets and year-on-year growth.

·      High levels of customer satisfaction and positive feedback.

·      Internal administrative tasks are completed within agreed timescales.

·      Showroom presented always in accordance with retail standards and merchandising guidelines.

To apply, please email your CV and covering letter to [Julien@lombok.co.uk](mailto:Julien@lombok.co.uk) or [victoria.paris@lombok.co.uk](mailto:victoria.paris@lombok.co.uk)