

## Job Description

### **Part Time Sales Advisor – H&M**

Here's what's possible for H&M SALES ADVISORS:

We don't call them "salespeople" or "sales associates" because that's not what we do. Our Sales Advisors are here to ensure that our customers enjoy a fantastic shopping experience, whether it's offering them garment options or answering simple questions such as locating the fitting rooms. Because, in the end, we believe that our clothes will sell themselves. Our customers just need someone to engage them and offer advice, from time to time, to figure out what's possible for their personal style.

#### **Job Responsibility including but not limited to:**

##### Customer Service:

- Provide excellent direct and indirect customer service according to H&M standards and meet the 5 basic demands on the selling floor, in the fitting room and at the cash point
- Answer phones courteously and promptly

##### Job Knowledge:

- Actively work with garments, including processing, stocking, replenishing, folding, hanging, displaying and merchandising per H&M guidelines, to maximize selling opportunities
- Ring on the register, report and handle all required transactions, issue receipts and pack merchandise
- Unload delivery truck, receive, open and unpack merchandise and label merchandise with security tags

##### Efficiency:

- Execute reductions, price changes, transfers and cash register routines
- Utilize established H&M policies and procedures to assist in loss prevention and safety for the store and partner with store management as needed

##### Team Player:

- Work effectively with team members to ensure the selling floor, cash point, fitting rooms and stockroom are clean and well maintained per H&M's store standards
- Adhere to H&M values and internal standards policies and procedures contained in the H&M Employee Handbook

#### **Qualifications**

##### Minimum Candidate Qualifications:

- High School graduate or equivalent preferred
- 6 months of experience in customer service, retail industry preferred
- Ability to lift in excess of 20 pounds
- Ability to stand for long periods of time, bend, stretch, engage in repetitive motions, push, pull and carry items (mannequins, clothing, totes, torsos, etc.) for a short distance
- Ability to climb a ladder and use a step stool

##### Competencies:

- Excellent customer service skills
- Ability to recognize and execute selling opportunities

- Ability and willingness to run a cash register
- Good communication and organizational skills
- Ability to multitask in a fast-paced environment
- Ability to take initiative to complete tasks and solve problems
- Ability to meet deadlines
- Ability to manage time and prioritize
- Must be able to work a flexible work schedule including nights and weekends

Job Status: Nonexempt, Hourly (Part-Time or Full-Time)

# Michelle Nguyen

Toronto, ON | 416-007-0089 | LinkedIn: [@Michelle Nguyen](#)

July 12<sup>th</sup>, 2021

Hiring Manager

H&M Canada

1 Dundas St W

Toronto, ON, M5G 1Z3

## **Re: Part Time Sales Advisor**

Dear Hiring Manager,

H&M has always been one of the top leaders in the fashion retailer industry while I have been attracted to the company culture as a loyal customer. Therefore, I am excited to be applying for the part time sales advisor role at H&M Canada. With your commitment to the professional development of employees, and emphasis on innovation, quality and growth, I know that my personal values and attributes are aligned with those of H&M. Through excellent work positions, strong involvement in the community and intense academic training, I am confident that I possess the skills and experience necessary to excel in this role at H&M Canada.

As the sales associates at Zara Canada, I served and interacted with over 100 customers everyday while demonstrating excellent customer services and conflict management skills. Within the second month in the role, I have met angry customers who conflicted with other customers since their children accidentally ran to each other. I worked with other sales associates in separating both in different sessions and tried my best in comforting both the parents and child. Because of that, both parties can calm down and enjoy their shopping experiences in Zara. This experience also sharpened my ability in managing conflicts and communication a lot when serving all different customers while I can learn more about inventory and stock management in the fashion retail industry. My supervisor also gave me great comments in recognition of my accomplishment. With this role, I am confident in transferring all my skills to be a part time sales advisor for H&M Canada.

During my time in the University of Toronto community, I gained the ability to work with a range of people from different backgrounds. As a Vice President of Internal, I created an efficient recruitment process for all 50 candidates while maintaining a welcoming environment for all clubs' executives. At the same time, I also managed the monthly budget and even out the amount spent on each item or projects in which the event team has enough to run for their events. This ability to connect with a range of people allowed me to effectively promote the clubs vision as encouraging students who are interested in stage production or English literary discussion to expand their creativity. My experiences collaborating with different members and the detailed oriented mindset developed makes me the best candidate for the part time sales advisor position for H&M Canada.

I look forward to the opportunity to meet with you and further discuss how I can integrate my values, experience and skills at H&M Canada. Thank you for your time!

Sincerely,

Michelle Nguyen

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## SUMMARY OF QUALIFICATIONS

- Advanced customer service skills developed by providing customers' needs & want while running conflict managements to ensure consumers be loyal to the brand a sales associate in a fashion retailer
- Excellent teamwork and collaboration skills strengthen by recruiting executives members and avoid budget overspent
- Detail-oriented and dedicated to every task on hand, ensuring high quality in commitments
- Proficient in MS Office including Word, Excel, Publisher and PowerPoint
- Proficiency of Vietnamese and English; Intermediate level on Mandarin

## EDUCATION

**Honours Bachelor of Arts Degree; Major in English and New Medias**

**June 2022 (Expected)**

*University of Toronto Scarborough, Toronto*

Dean's List, CGPA: 3.6/4.0

## RELEVANT EXPERIENCE

**Zara - Sales Associate (Part-time)**

**May 2021 - May 2022**

*Richmond Hill, Ontario*

- Provided supports to over 100 customers every day in giving them the directions for products and service in gaining over 90% of customers' satisfaction
- Managed the store set up and constantly restocked the sizes and selection when needed to attract customers first sights into the store
- Assisted store manager in calculating inventory and end of day sales summary to help increase 20% of processing time

## EXTRACURRICULAR EXPERIENCE

**Vice President of Internal, English Literature Club**

**Sept 2021 - Recent**

*University of Toronto, Toronto*

- Led a team of 5 to launch a new recruitment process in attracting over 50 applications for 7 positions, resulting in 80% of positive feedback on the entire recruitment process
- Managed all communications between faculty members, students and campus leader when providing useful resources to students interesting in English literature creation and stage production
- Recorded all monthly expenses and set monthly budget with other senior members to support club outreach and stage events or production in avoiding overbudget