

Summer Service Support Copenhagen

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Company: Hermès

Location: Denmark

Category: other-general

What will be your mission?

As Service Support you are at the heart of the sales activities in store.

You welcome all visitors in a warm & friendly manner and you consistently deliver quality service to all our clients. You make sure to adapt to each client, identifying their needs and surprising them across the different Hermès universes.

You focus on delivering high quality sales, developing strong client relationships, and delivering post-sale services.

What your daily life look like?

Be the client's first impression of Hermès image & convey warmth, courtesy, elegance and simplicity at all times

Help the team to provide excellent customer service adapted the culture & personality of each client and maintain a pleasant shopping environment consistent with the Hermès brand image

Support the team in their daily work by welcoming clients, serving drinks, wrapping items and always keeping in mind the quality of products & the excellence of service that Hermès wishes to give to its clients

What will you need to be successful?

Experience in a customer-facing retail environment preferably dealing with a diverse and demanding clientele

Strong interpersonal skills, natural sense of curiosity

Exquisite sense of hospitality

Open, friendly, communicative nature

Talent for organization and improvisation

Capacity to maintain an overview and to keep calm in hectic situations

Diplomacy and a solution-oriented approach

A real sense of empathy for different types of customers and situations

Motivation, strong work ethic and flexibility

Quick and straightforward communication with the team

Grooming in line with Hermès standards

Fluent Danish and English

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