



## Hawaii Division – Concierge

DFS Hawaii is currently hiring for Full-Time Concierge for our T Galleria location in beautiful Waikiki!!

Part of LVMH Group (Moët Hennessy Louis Vuitton), DFS ([www.dfs.com](http://www.dfs.com)) is the world's leading luxury retailer catering to the traveling public, with stores spanning the globe from Honolulu, Los Angeles, New York to Asia, India and Italy. We offer our customers a carefully curated selection of exceptional products from over 700 of the world's leading brands across four categories: Fashion and Accessories, Beauty and Fragrances, Watches and Jewelry, Food and Gifts, and Wine and Spirits.

### **BENEFITS:**

- Competitive Pay
- Generous Store Discount
- Knowledge & Skills Trainings
- Medical, dental & additional coverage
- 401K with Company Matching
- Career Development Opportunities
- And much more!

### **Purpose and Objective of Role:**

The Concierge is responsible for providing superior service to all internal and external customers at all times. This includes general assistance to all customers such as enquiries, recommendations, handling requests and trouble shooting. Concierge will also need to actively liaise with Sales and Marketing team to help prepare and manage tour groups, co-ordinate effectively with Tour Conductors, Travel Agents, Tour guides and drivers to ensure smooth flow of traffic into our store.

### **Job Responsibilities and Duties:**

- Provide clients with full concierge services, which include transportation, merchandise deliveries, reservation handlings and others, some of which may be non-DFS related
- Build, develop and maintain positive rapport and relationships with clients by pro-actively engaging and assisting them
- Sustain a strong knowledge of local services and up-to-date activities in town to be able to recommend and fulfill any customer's needs or requests
- Present our products and services to the clients by exercising quality knowledge so as to gain client's confidence and trust
- Coordinate with Sales and Marketing team on the planning and scheduling of group visits to the store
- Enhance repeat business by establishing and maintaining good rapport and working relationship with the travel agents, tour guides and tour conductors
- Provide conducted groups with detailed pre-shopping briefing on relevant store information and services
- Ensure client's possession of appropriate shopping cards, recording and data entry of customers' information
- Answer all calls promptly, in a professional manner and in accordance with DFS standards
- Follow up on all commitments made to clients, including providing adequate follow up on claims and repairs
- Issuance of promotional give-aways of various marketing campaigns and assist in compiling monthly report and feedback on promotions



- Take and process telephone, fax, internet etc orders accurately and efficiently, advising client of any promotions or specials available to maximize sales on every order
- Accountable for the issuance of various privilege discount cards to eligible clients
- Handle switch board and make necessary in-house announcements.
- Assist the Platinum Services Club in the co-ordination of private-viewings, functions/events and other ad-hoc services requested by clients
- Support the daily management of the Platinum Services Club Lounge, including member assistance and data-entry input
- Assist to organize and participate in all in-store PR and related promotional activities
- Handle sale of gift certificates/electronic gift card
- Ensure custom allowances and regulations are adhered to at all times
- Actively promote the DFS brand and a strong positive professional image at all times
- Perform any other duties as requested in a diligent and conscientious manner

#### **Position Requirements:**

The ideal candidate should be motivated and passionate to work in a luxury environment. He/she should be detailed orientated, highly- driven and possess an outgoing personality.

Education: High School Diploma or GED, preferably specializing in hospitality/service related industry

Critical skills: Fluency in English language and Chinese/Japanese and/or other languages as required by location. Basic knowledge of computer skills is essential.

Work Experience: Prior experience in customer service, hospitality services or luxury brand/boutique.

#### **Other Knowledge, Skills and Abilities Required:**

- Key competencies include pro-activeness, resourcefulness, self-motivated, team-oriented and ability to multi-task
- Professional appearance, language and demeanor
- Innate ability to engage clients
- Ability to work under pressure in a fast-paced environment and react positively to people-oriented situations
- Demonstrates excellent problem-solving skills
- Strong interpersonal skills and be able to work well with people at various levels.
- Ability to maintain a high degree of confidentiality
- Must be able to have a flexible schedule as required by the needs of the business

There are 3 ways to apply:

1. Email your resume to [jobs@dfs.com](mailto:jobs@dfs.com)
2. Click the link below to submit application,  
<https://app.smartsheet.com/b/form?EQBCT=39ee4af43366426cb33fafb3d5310b6d>
3. Use QR code below for easy access.

