



Hawaii Division – Customer Service Representative

DFS Hawaii is currently hiring for Casual, Customer Service Representatives for our T-Galleria in beautiful Waikiki Hawaii location!

Part of LVMH Group (Moët Hennessy Louis Vuitton), DFS (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.

Purpose and Objective:

To deliver a seamless customer experience as exceptional people delivering an exceptional product, building customer loyalty and relationships while delivering sales and productivity targets.

This includes general assistance to all customers such as enquiries, recommendations, handling requests and trouble shooting.

Essential Job Duties and Responsibilities:

1. Selling

- Assists customers in selecting, purchasing, refunding merchandise while demonstrating excellence in customer service at all times.
- Treat all goods, regardless of value, with care and present to the customer with highest level of respect.
- Completes customer transactions in a professional, timely manner.
- Inform customer necessary information they need to know if applicable.

2. Customer Experience

- Maintain a smart and well-groomed appearance when in uniform to convey a professional image of self-confidence and competence.
- Set the stage by applying Apprentice:
- Identify customer's temperaments and flex to their style.
- Provide helpful, friendly assistance in a sincere manner.
- Maintain eye contact.
- Use professional language.
- Respond to customer queries and complaints in a polite and courteous manner - refer to the manager or Manager on Duty if appropriate.

3. Floor and Product Presentation

- Demonstrate product features and special product information.
- Ensure floor presentation meets or exceeds brand and DFS requirements.
- Maintains stock levels of all merchandise in the department.
- Be familiar with store layout and direct customers to merchandise, services and facilities as appropriate.
- To assist the Management team in the coordination and execution of all team merchandising activities, including inventory management, presentation quantities, promotional activities and merchandise stock flow.

4. Teamwork

- Works cooperatively with co-workers to accomplish sales and service goals.
- Assist other sales staff in periods of peak demand to ensure that customers in all areas are attended to promptly and efficiently, with waiting time reduced to a minimum.
- Takes action to problem solve or effectively communicate to manager for assistance.



- Provide manager with customer's feedback.
- Treat all management and fellow team-members with respect to support a healthy and positive team environment.

5. General

- Plans, participates and helps monitor physical inventories as scheduled which includes inventory preparation.
- Maintain light housekeeping. Ensure retail areas and store rooms are neat, clean, hazard free and dust-free.
- Adhere to established health and safety policy and other DFS company policies, procedures, and regulations.
- Attend meetings, trainings & store briefings when required, to gain greater knowledge of the business and products.
- Actively promote the DFS brand and a strong positive professional image at all times
- 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
- Ensure client's possession of appropriate shopping cards, recording and data entry of customers' information
- Provide clients with full concierge services, which include transportation, merchandise deliveries, reservation handlings and others, some of which may be non-DFS related
- Answer all calls promptly, in a professional manner and in accordance with DFS standards
- Assist to organize and participate in all in-store PR and related promotional activities
- Handle sale of gift certificates/electronic gift card

Qualifications:

- High School diploma or equivalent, or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the job.
- Minimum 1 year sales/cashiering experience in a retail environment.
- Proficient with handling a POS register machine.
- Ability to work flexible hours / shifts, including weekends, nights and holidays. Available to work during peak seasons.
- Secondary language speaking beneficial, but not required.
- Good organizational skills, Self-starter and highly motivated.
- Ability to work in a fast-paced, high pressure environment
- High energy level and positive approach to job and group responsibilities.



There are 3 ways to apply:

1. Email your resume to jobs@dfs.com
2. Click the link below to submit application,
<https://app.smartsheet.com/b/form?EQBCT=39ee4af43366426cb33fab3d5310b6d>
3. Use QR code below for easy access.

