

THE FULLERTON

HOTELS AND RESORTS

Retail Executive

The Fullerton Hotel Singapore/The Fullerton Bay Hotel Singapore

JOB RESPONSIBILITIES

- Validate the cash balance within the cash register daily at the beginning and end of the business day, ensuring that it is properly balanced. Report any discrepancies to the Retail Manager immediately for investigation.
- Greet all customers of The Fullerton Shop cheerfully and sincerely.
- Handle all customers' enquiries at The Fullerton Shop and/or over the telephone politely and patiently, ensuring that the needs of each visitor or caller are adequately met.
- Approach customers in The Fullerton Shop at an appropriate time to find out their specific needs, and offer any assistance required.
- Be familiar with all products as well as the different services available in The Fullerton Shop. Be aware of all upcoming deliveries and offer suitable suggestions/alternatives to customers in order to increase sales for The Fullerton Shop.
- Handle customer complaints in a mature and diplomatic manner.
- Ensure that all customers of The Fullerton Shop are satisfied with the products and/or services.
- Replenish items which are sold or taken off the show cases, so that display items are always well-stocked.
- Keep The Fullerton Shop clean and tidy at all times.
- Update The Fullerton Shop's inventory list by deducting items sold and/or adding new items being delivered in the inventory list.
- Inform the Retail Manager if the stock level of certain items, including packaging materials, i.e. shopping bags and/or gift boxes, are running at a minimum level.
- Re-arrange display items periodically under the guidance of the Retail Manager.
- Assist with all sales promotion projects where special effort is required to liaise with vendors/suppliers or customers.
- Handle customers' enquiries.
- Handle the ordering of floral bouquets and/or of the Hotel's bakery items.
- Responsible for the merchandise in The Fullerton Shop throughout the entire shift duration.
- Drop off the daily sales revenue.
- Obtain fresh items from the F&B department on a weekly basis.
- Inspect and receive delivered goods, ensuring that items and quantity delivered are in accordance with the Purchase Requisition and/or the Delivery Order. Report any discrepancies to the Retail Manager immediately for follow-up action.
- Receive delivery of consignment merchandise, including newspapers, magazines and other gift items. Monitor the quantity sold and to be returned in order to prepare the monthly sales report of such items.
- Handle the return of damaged and returned goods in a professional manner.
- Perform physical stock checks of inventory on a regular basis as scheduled by the Manager.
- Foster strong relationships with customers and Hotel staff in all departments.

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- Ensure that personal grooming complies with Hotel standards.
- Display friendliness and commitment to serve.
- Comply with the Hotel's sales procedures for every sales transaction.
- Be familiar with the Hotel's fire safety/emergency procedures.
- Report all defects and ensure completion of work.

JOB REQUIREMENTS

- Completion of GCE O-Level examination; or one to three months' related experience. and/or training; or equivalent combination of education and experience.
- An ability to listen and respond to guests' needs.
- Excellent interpersonal and communication skills.
- Accountable and resilient.
- Commitment to delivering a high levels of customer service.
- Ability to work under pressure.

To apply for the above position, please send your full resume to careers@fullertonhotels.com.