

JOB DESCRIPTION FOR A TEAM MANAGER

THE LOUIS VUITTON PROMISE

"Whoever you are, whatever the purpose of your visit, I will cherish our time together. I will dare to discover who you are and encourage you to be true to yourself. You will trust me as your personal advisor. We will build a genuine relationship over time. Every time you come to Louis Vuitton, you will leave feeling enriched!"

OVERALL MISSION

As a **Team Manager**, you will be an ambassador of the Brand. You will take ownership to lead and coach your team, build Client relationships, proactively foster the achievement of sales goals and ensure that the highest level of Client experience is delivered. You will be responsible to recruit and build highly motivated teams, develop them to the next level and secure succession plans. You will represent the Brand values and demonstrate the Louis Vuitton attitudes toward Clients and team members.

Optional: be the point of reference on a product category in the store.

DUTIES & RESPONSIBILITIES

Ensure achievement of team targets on monthly and annual basis

Team Management and Development

- ◆ Ensure your team delivers the Louis Vuitton Promise to every Client, through demonstrating and modeling the 4 Louis Vuitton Attitudes. Support them with consistent coaching, identify their development and training needs, partner with the Field Coach Trainer to tailor individual action plans
- ◆ Identify, recruit and develop talents, secure succession plans in collaboration with the Store Manager
- ◆ Set individual and team goals; proactively assess and manage performance against expectations
- ◆ Manage and motivate the team to drive business: create a positive and harmonious work environment, foster cooperation within the team and between managers

Client and Business Development

- ◆ Support the team in building long term Client relationship, leveraging the different clienteling tools
- ◆ Establish a Client-centric mindset in store to ensure the highest level of Client experience and proactively handle Client-related situations
- ◆ Communicate and inspire the team on corporate strategy and relevant business information (animate morning briefings, training)
- ◆ Proactively provide the Country office with product recommendations and qualitative feedback based on local knowledge about the market and Client needs, leveraging expertise and knowledge within the team
- ◆ Put in place action plans to boost business and maximize product performance, leveraging visual merchandising, clienteling, training and team animation

Selling and Floor Management

- ◆ Act as a role model demonstrating sales leadership to the team, support them with their own sales, foster cross-selling and Client repurchase
- ◆ Build and develop own Client portfolio
- ◆ Ensure business opportunities are maximized through efficient sales floor management, being a visible presence and support and ensuring the Louis Vuitton Promise standards are achieved

Optional: Champion a Product Category

- ◆ Be the store point of reference to the Country Merchandising team, providing them with feedback (product performance, quality, Client related information, local market, competitors, trends, missing opportunities...) leveraging the Expert Advisors' knowledge
- ◆ Support the product category business, convey enthusiasm and passion via team animations, morning briefings, share information and mentoring, improve operations, define and implement action plans to drive sales

Operations

- ◆ Ensure policies, Brand standards and grooming guidelines are communicated and implemented
- ◆ Support Operations team in inventory management
- ◆ Support Store Manager in staff planning (workforce management)

EXPECTED ATTITUDES & SKILLS

Role Model / Coach on the 4 Louis Vuitton Attitudes: **Curiosity, Empathy, Agility, Commercial Mindset**

Passion for the Brand

Management Skills

Leadership

Responsibility & Ownership

Interpersonal Skills

Professional Attitude



**Agility willing to adapt to different clients and situations*

This Job Description compliments any other Job Description that you may have received previously. This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be communicated to the job holder and added to this job description accordingly. The items here stated are neither exhaustive nor exclusive.

All your tasks are not limited and/or restricted to this job description. You must comply with any reasonable requests, from your manager to perform any other duties in order to fulfil the requirements of your role.

Full Name:

Signature:

Date: