

JOB DESCRIPTION FOR A CLIENT ADVISOR

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 **Client Advisor**, you will be an ambassador of the Brand, ensuring that every Client is treated according to the Louis Vuitton promise. You will strive to discover your Clients and their every need, and to guide them across the Brand.

You will proactively reach out to your Clients in order to achieve individual and team goals.

DUTIES & RESPONSIBILITIES

- ◆ Drive and achieve individual and team objectives and be accountable for sales results
- ◆ Welcome every Client and provide the best Client experience
- ◆ Advise Clients across the Brand and all product categories
- ◆ Engage with Clients to develop long-term relationships, leveraging different clienteling tools, in order to foster Brand loyalty
- ◆ Perform as a team-player, participate in all activities contributing to the overall objectives of the store
- ◆ Learn and master Brand and product knowledge
- ◆ Respect Louis Vuitton Brand standards in terms of grooming and behavior
- ◆ Follow the company's policies and procedures

EXPECTED ATTITUDES & SKILLS

Curiosity	Empathy	Agility	Commercial Mindset
Passion for the Brand			
Professional Attitude	Interpersonal skills	Responsibility & Ownership	

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:

