



CLIENT ADVISOR (PART-TIME) CHINESE SPEAKER MADRID

For more than 150 years, men and women at Louis Vuitton have shared the same spirit of excellence and passion, reaffirming their expertise every day, the world over. With us, every career is a journey, filled with excitement and challenge, desire and daring. There is no better way to reveal your potential. Explore, develop, innovate, create... Every journey is unique. Today, Louis Vuitton invites you to discover your own.

OVERALL MISSION

We are currently looking for part - time Client Advisors Chinese Speakers for our Louis Vuitton stores located in Madrid.

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 (retail is a fast paced environment, we need people who manage well unforeseen situations with our clients).
- Commercial Mindset
- Passion for the brand
- Professional Attitude
- Responsibility & Ownership

REQUIRED EXPERIENCE

- Proficient Chinese, English & Spanish,
- A previous background in retail or hospitality and luxury is not mandatory, but will be positively considered.
- Finished BUP & COU is mandatory. Professional Superior studies (BTS or equivalent) in the area of sales & marketing and/or tourism is valued but not a requirement.

Full availability on afternoons and weekends.

If you are interested, send you CV to: rosa.ruggiero.ext@louisvuitton.com