**1*.introduce yourself***

**Hi, my name is Gina. I have lived in Australia for over two years and am currently studying for a master's degree. I have six years of sales experience in Shanghai. After moving to Sydney, I have been working at XOPP, mainly responsible for private room service. It is not a typical sales position, but I still deal with customers closrly- like remembering their preferences and make sure they have a good experience every time. personal service really helps build customer loyalty.**

1. ***What attracted you to this role?***

**"Firstly, I really like this brand. It has a great reputation, and I’ve always heard good things about it. I also really enjoy talking to people and helping customers find products they love. Your products are popular all over the world—especially among Chinese customers—so I feel proud to introduce them and be part of the team."**

1. ***How do you organise and prioritise tasks？***

**"Usually, I make a list of what I need to do the next day before I go to sleep, and I try to sort the tasks by priority. For example, if I need to help customers and also do restocking, I’ll always help the waiting customers first, then do the restocking during quieter times. I think it’s important to stay flexible and focused, especially in a busy work environment.**

1. ***How do you stay informed about the industry?***

**I try to stay up to date by paying attention to what’s popular in the store**, listening to what customers want, and talking to my coworker. I also check fashion and retail news online and follow my favorite brands on social media to learn about new releases and events.****

### ****5*.What are your strengths / weaknesses?*****

****Strength** I’m friendly and patient with customers, and I stay calm during busy times. I enjoy solving problems and giving helpful advice."**

****Weakness:** Sometimes I can be a bit shy when I first meet people, but working in retail has helped me grow more confident in speaking to strangers."**

***6.What would you do if a customer came in just to browse and didn’t plan to buy anything? How would you try to turn that into a sale?***

**If a customer just wants to look around, I won’t push them. I’ll give a friendly greeting and let them know I’m here to help. I might show them something popular or on sale, and just have a nice chat. If they feel comfortable, they might change their mind and buy something—or come back later.**

***7.How would you deal with an angry customer?***

**"First, I’d stay calm and listen carefully to their complaint. I’d show empathy and apologise for any inconvenience. Then I’d try to solve the issue or get help from a manager if needed. I believe most angry customers just want to feel respe*cted.***

*****8 。This company places a high importance on safety standards. What do you know about Occupational Health & Safety issues?*****

****keeping staff and customers safe. For example, cleaning up spills right away to avoid slips, keeping walkways clear, using ladders safely when restocking, and reporting any broken equipment. I always try to be aware of my surroundings and follow safety instructions."****

****该公司高度重视安全标准。您对职业健康与安全问题了解多少？****

****“我理解职业健康与安全 (OHS) 的重点在于保障员工和顾客的安全。例如，立即清理溢出物以避免滑倒，保持走道畅通，补货时安全使用梯子，以及报告任何损坏的设备。我始终注意周围环境并遵守安全指示。”****

1. ***Can you give us an example of a challenge you have faced?***

**One challenge I had was when the store got really busy and there weren’t many staff working. I had to help many customers and keep things organised. I stayed calm and helped customers one by one. I also asked my teammates for help. We worked together and finished the busy time without problems. I learned that staying calm and teamwork are very important.**

****10 *Do you think this job will be challenging for you?"****：***

*****What challenges do you expect to face in this role?"****？***

**I think this job will have some challenges, but I’m ready for them. I know working in retail means being busy and sometimes handling difficult customers. But I enjoy helping people and working with a team, so I believe I can handle these challenges and learn a lot**

**11*.How do you handle rejection or a customer saying no?***

**When customers say no, I respect their decision and Sometimes they just need time**

**, but i will let them know I’m here to help if they change their mind."**

**12 *What do you do to meet sales targets?***

**I try to help customers well and sell products they like，i will suggest extra products that match. For example, if they buy boots, I might recommend socks or care products.and work hard ,stay motivated to reach the sales goals.**

**13 How do you handle multiple customers at the same time?**

**I help each customer quickly, I try to be organised and fair to everyone.**

****我问****

**Does UGG Express offer any training or development programs for new team members?”**

是的！处理投诉、差评和不好的客户时，通常可以用类似的技巧和表达。你可以强调这些关键

1. **Listen carefully**（认真倾听）
2. **Stay calm and polite**（保持冷静和礼貌）
3. **Show empathy**（表达理解和同情）
4. **Apologise sincerely if needed**（必要时真诚道歉）
5. **Try to find a solution**（努力找到解决办法）
6. **Follow up to ensure customer is satisfied**（跟进确保客户满意）

这里有一段关于和同事相处的简单总结话术

"I believe good teamwork is very important. I try to communicate clearly and respectfully with my colleagues. I listen to their ideas and help when needed. I also stay positive and try to solve any conflicts calmly."