

ROADMAP

TIPS TO SUCCESS

- Keep a small notepad or use your phone to write down key product knowledge, common questions customers ask, or cross-selling ideas that occur to you.
- Ask question and be pro active
- You will have a feedback form link sent to you, please communicate with your manager to take time off the floor to submit it – VERY IMPORTANT.

1
PHASE

Arrival & Introduction (Start of Shift)

- Check in with the retail manager.
- Introduce yourself to team members and get to know as many team managers as possible.
- Ask senior team member to give you brief floor walk of the department including stockrooms.

Learning the Department (Morning Activity)

- Familiarise yourself with all the brands 1 by 1.
- Learn in depth about 4-5 key brands or product features you can easily reference.
- Understand any current promotions, seasonal trends, or selling incentives.
- Identify the best-selling items and high-traffic areas you can achieve that by asking your colleagues.
- Ask brand's representatives if they can share with you their brand's knowledge materials so you can go through them.
- Ask the team as many questions as possible.

3
PHASE

Customer Engagement (Midday Activity)

- Shadow a team member to observe how they interact with customers in this department.
- Start assisting customers, focusing on:
 1. How the department's products might pair with those from your home department.
 2. Providing a fresh perspective or style suggestions.

PHASE
2

PHASE
4

Networking & Asking Questions (Throughout the Day)

- Take opportunities to ask team members about their experiences in the department.
- Seek advice on selling techniques specific to their products or clientele.

