

Welcome

Welcome to Flair and we hope you enjoy being part of our National Retail team.

This gives you the chance to gain experience within a busy retail environment which could lead to new career opportunities.

In this exciting new role you will act as an ambassador for Flair promoting and selling premium beauty & fragrance brands or luxury goods in Fashion and accessories within department stores, stand alone stores and boutiques.

Your Role Bookings - There are generally 2 types of requested cover

Counter/instore cover

This is when you work on a counter or a self-select area selling and promoting products from the brand you represent. You could be based in a Department store or a stand alone boutique. You could be working on your own or as part of a team and you will be required to sell all products.

Promotions and Launches

This is when you are booked to launch or promote a new product in a store , venue or mall site. You could be on a promotional site by yourself or as part of a team. You may be asked to wear a uniform ie a t shirt.

Promotional work requires you too traffic stop with a confident, fun, enthusiastic approach and you will have a daily target to work towards. To help you there is generally promotional tools eg Samples / Flyers and/or a Gift with Purchase.

Role Expectations

- At the start of your shift ensure the counter is tidy, dust free and ready for the day.
- Familiarise yourself with the brand/products you are representing.
- Ensure there is stock to sell, highlighting any issues that may affect your sales to a member of the team, a supervisor or to Flair.

Welcome and acknowledge customers

 Good morning how are you today?
 How can I help? or What are you
 looking for?

- Ask questions to find out what the customer is looking for, ensuring you are listening to your customer's needs, this will help you to advise and select suitable products based on what they have told you.
- Offer the customer additional products to compliment their purchase (known as link selling & upselling or add on's).
- Offer to wrap purchases if required (Christmas or Gift Wrapping).
- Be proactive this will help you to achieve daily targets (sell, sell, sell).
- Introduce any active promotions for the brand or store and make the customer aware of any loyalty schemes or Store Cards.

Store Regulations

Store Approvals

Some stores will require you to attend store approval, which is organised by Flair. Ensure you have a form of ID with you as you may be asked to confirm your identity. The store will ask you general customer service questions and enquire about your work experience, there is nothing to be worried about, just be yourself. Some stores will require you to attend an induction; you must do this to be able to work in the store. They may also go through Health and Safety regulations and possibly till training.

Security Procedures

Always enter and exit the store through the staff entrance signing in and out as you enter and leave the store even at lunchtime. Security may search your bag and pockets when leaving the store so do not take anything with you that does not belong to you.

Punctuality

Good time keeping is very important. You should always aim to arrive in store at least 15 minutes before your shift time. This will allow you enough time to find the staff entrance, sign in and locate your locker before arriving on the shop floor. If you are running late please let Flair know asap.

Personal Property

Do not take personal possessions on to the shop floor. Leave them all in a locker or secure place (wallet, mobile, make-up etc.). Flair is not liable for any theft, loss or damage to personal items so don't take to work what you do not need for the day.

Using the Till

If you have been till trained in a store you will be dealing with cash and credit card transactions, therefore it is essential you highlight any queries/ problems to your manager immediately.

Samples

Please ensure that you ask a member of management before you hand out samples most stores will have different procedures. Some stores encourage you to give away as many as possible, whereas others will only allow you to give out 1 or 2. Just remember to never take anything with you off the shop floor.

CCTV

Please be aware that in some stores CCTV is in operation which is for the safety and security of staff and customers.

Theft

If you witness or become aware of any suspicious activity in-store, please report this immediately to security and your Manager.



Safety in the Workplace

Health & Safety

At Flair Health & Safety is a priority. If you work in a store that does not require store approval/ induction it is essential that you check in with a store supervisor on your 1st day in the place of work, they will confirm in store fire and safety regulations face to face.

Every store has different security procedures which must be followed.

Sickness at work

If you feel unwell during your shift it is important you speak to your Manager in store.

If you are not well enough to complete your shift it is essential you call Flair to report this and to confirm the time you are leaving. This enables us to record the hours you have worked.

Accident Reporting

If you have an accident at work, no matter how small please report it to the Store Manager and Flair as soon as possible.

Remember, Health and Safety is everyone's responsibility.

The Shop Floor

When you arrive instore report to the Department Manager, a Supervisor or the Account Manager of the brand you are working on. Let them know your name, the Agency you work for , the brand you are representing and your shift time. Ask at this point if there is anything you need to focus on for the day, any specific tasks to complete or be aware of any promotions/ GWP. Ask if you have a daily sales target, if you haven't been given one and finally establish what time your lunch break will be.

If you are given a target you should always aim to achieve and exceed it! Do not be overwhelmed if the target is high and always perform to the best of your ability. Be proactive and use your initiative. Look for any sales tracking sheets so you can record your sales. Make a note of any focus products and special offers also be aware if the store is on a promotion or has an event on.

You should familiarise yourself with the layout of the counter and where the stock is kept. The only way to do this is to look through the drawers and find out where everything is. Ensure testers are kept clean and tidy up as you go.

If you need to leave the shop floor for any reason, you should always tell someone where you are going. If you are going to lunch or a break, you must be back on time.

You should stay with your customer until the sale is complete. You should not use a till unless you have been till trained. If you have not been till trained, you will need to take your customer to the nearest open till and ask another staff member to process the sale for you. You should still wrap and pack your customers purchases. If you are faced with a difficult customer, you should always be polite and professional. If you feel you need assistance, it is advisable that you seek support from a permanent member of staff who will know the stores policies.

Although Fair is your employer, you should always act as an 'Ambassador' on behalf of the agency and the client.

You should conduct yourself accordingly:

- ♦ Do not lean on the counter
- Do not sit down
- \blacklozenge Do not talk loudly across the counters
- Do not shout or swear
- \blacklozenge Do not eat or drink on the shop floor
- Do not take or make personal calls (mobile phones are not permitted on the shop floor at any time)



Code of Conduct

Sickness/Absence

If you are sick and cannot attend work you must call or text Flair by 8am on the day so that we can try to replace you. If you think you may be off for a few days due to sickness please let us know immediately so we can plan ahead. We understand that sickness can happen however we do encourage everyone to at least attempt to go into work.

Lateness

If you are running late you must call or text Flair (as soon as it's safe to do so) and inform us of how long you will be we will then notify the store.

Registration

Always remember to sign in on the Flair App when entering the staff entrance to register your arrival.

Weekends

At the weekend you must contact the weekend emergency number if you are late or sick. This number will be communicated to you each week and should be the only number you use at the weekend.

Drugs & Alcohol

Flair have a zero-tolerance policy towards drugs & alcohol in your workplace. If you are found to be under the influence whilst at work you will be removed from your shift with immediate effect.

Grooming Guidelines - Female Consultants

Uniform

- Correct uniform must be worn at all times. It must be kept clean and neatly pressed.
- Shoes must be clean and polished.

Hygiene

- Please ensure hygiene levels are of the highest standards.
- Hair must be clean, fresh breath, deodorant worn and nails clean.

Accessories

- NO visible piercings.
- Tattoos should be covered by your clothes however if that is not possible it will be at the discretion of the store or brand.
- Jewellery must be kept to a minimum.
- Earrings must be simple i.e. small hoops or studs.

Hair

- Hair must be clean, neatly styled and tied up. Depending on the brand you may be able to wear your hair down. If this is case your hair must be immaculately styled
- A simple black or neutral hairband/ hair accessory is permitted.
- Extreme hair colours will limit the brands and stores you work for.

Make-up

 A natural look is required, makeup must be worn at all times, and must suit the brand you are representing.

Nails

- Ideally polished or neutral nails.
- Must be clean.
- Please try to avoid bright bold colours.

Uniform Guidelines - Female Consultants





Knee length black dress or skirt with black tights OR smart black trousers.





NO shorts, NO tracksuit bottoms, NO Jeans, NO leggings.



- Black shirt or long-sleeved top, OR smart black T-shirt in the summer.

Black suit jacket preferable for some brands & some stores.



NO branded tops, NO faded or washed (\mathbf{X}) out tops, NO jumpers unless it is a smart fine knit. NO crop tops showing your midriff, NO hoodies.







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NO trainers or socks that are not all plack. NO Ugg boots, NO open toe shoes.

Grooming Guidelines - Male Consultants

Uniform

- Correct uniform must be worn at all times. It must be kept clean and neatly pressed.
- Shoes must be clean and polished.

Hygiene

- Please ensure hygiene levels are of the highest standards.
- Hair must be clean, fresh breath, deodorant worn and nails clean.

Accessories

- NO visible piercings.
- Tattoos should be covered by your clothes however if that is not possible it will be at the discretion of the store or brand.
- Jewellery must be kept to a minimum.
- Earrings must be simple i.e. small hoops or studs.

Hair

- Hair must be clean and neatly styled off the face.
- Extreme hair colours will limit the brands or stores you work for.

Face

 Clean shaven or facial hair neatly trimmed and professional.

Nails

Nails must be clean, clipped and immaculate.

Uniform Guidelines - Male Consultants







NO jeans, NO tracksuit bottoms, NO shorts.



A smart black shirt, black tie optional.

A smart black short or long-sleeved t-shirt may be worn with a smart black jacket or blazer.





NO branded tops, NO faded t-shirts, NO hoodies.











NO trainers or socks that are not all black. NO sports socks.

Working with Flair

You will be contacted by a Flair Manager and offered bookings via text email or a phone call. Once you have agreed your shifts you will then receive email confirmation via our CMS booking system, at this point you can also view your confirmed shifts on the Flair App. You can log on to your App to view your shifts, input your availability a month in advance and update your personnel details.

Your shift details will confirm store, brand, date & shift time and any relevant information relating to your booking.

Please ALWAYS remember when you finish your shift to input your sales data for each day worked on to your timesheet and ensure the Store/ Brand Manager signs your completed virtual timesheet before you click send to upload on to the Flair portal. Remember it is your responsibility to make sure you have completed and sent.

All information relating to our FLAIR App is available in the **FLAIR WELCOME**

Once your Timesheet has been processed your payment will follow according to our **PAYMENT SCHEDULE**

Once you have accepted a booking, you are expected to complete it. If for any reason you cannot complete a booking that you have accepted, please make sure you contact Flair immediately.

ONLY ACCEPT BOOKINGS FROM FLAIR

If you are ever asked by a client to cover a shift, you must ask them to call Flair to confirm. Do not accept the work if the booking has not been confirmed by Flair as we will be unable to authorise your payment.

If you are given a booking and the client changes your shift times or days, you must ask them to call Flair to notify us of any changes. Please show flexibility as occasionally store requirements can change.

















The Flair Way

You are a brand ambassador for Flair when you work in stores.

Attitude

Always show respect to the people you work with in store and at Flair. Always try and stay motivated at all times of day as your performance is monitored in store and by Flair. Remember if you do a great job for the store and the brand you are booked to work on, you will be requested back.

Reward & Recognition

At Flair we believe in putting our people first, we think it's important to recognise and celebrate individual and team success. Through out the year we offer various rewards and incentives based on loyalty, customer service, achieving targets and great feedback.

Diversity & Inclusion

Flair believe in breaking down barriers in order to create an inclusive workplace in which all differences are embraced and valued. We offer and provide job opportunities to a wide number of people, and are committed to career development and equal opportunities for all.

Grievance Procedure

At Flair we are committed to ensuring a positive and effective working environment where people are treated fairly and with respect, in line with our values.

We recognise however, that there may be occasions where employees may have concerns about their work, working environment, relationships with their colleagues or behaviour of others towards them. It is expected that the majority of concerns will be resolved informally and we encourage employees to resolve issues informally in the first instance with their Flair contact.

Where attempts to resolve the matter informally have been unsuccessful, it may be appropriate for a formal grievance to be raised.

If you wish to raise a grievance or request further information of our Company Employee Policies please contact our HR department: hr@flairltd.co.uk

At Flair we are committed to ensuring that employees have an opportunity to raise concerns relating to their employment and that matters are dealt with efficiently and effectively.

Finally..

As a Flair Ambassador, always offer great customer service, go above and beyond expectation and take pride in the opportunity you have been given.



www.flairltd.co.uk

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