

Field Coach & Trainer

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Company: Louis Vuitton Malletier

Location: Vietnam

Category: arts-design-entertainment-sports-and-media

Position

Coaching and training

- Lead a culture of in-store coaching, with a priority on Sales Advisors. Through active listening and observation, coach individual team members at all levels according to their needs. Support Sales Manager in building individual coaching plans after performing gap analysis of their teams and coaching their teams on selling skills through coaching the coach.
- Update Sales Managers and HR on the performance/progress of individual team members.
- Leverage on Customer's survey to coach individuals and support the team to improve root cause of dissatisfaction.
- In collaboration with Merchandising team, actively facilitate product training, including new launches. Develop skills of combining product information with selling skills to optimize cross-selling. Leverage on role play and on-the-floor coaching.
- Ensure the Sales team has full visibility on training activities (progress, required actions, concerns etc.) making recommendations as needed.
- Identify potential training talent within the store to develop and partner in coaching others.
- Manage the in-store training system, ensuring all training is recorded and the team is fully proficient in this tool.

Facilitate on-boarding of new hires

- Ensure a consistent on-boarding for all new starters.
- Liaise with HR to ensure proactive planning for new employees.

- Ensure regular liaison with trainees, giving feedback on progress to the individual, their Manager and HR during on boarding and induction.

General duties

- Act as a platform for sharing of experience / best practices among the stores pertaining to the coaching initiatives/programs.
- Lead by example in terms of the company's policies & strategy, attitudes, and fundamentals
- Preferred team management and retail experience
- High credibility in building relationship with customer

Requirements

- Curiosity, Empathy, Commercial Mindset
- Interpersonal & Communications skills, Influencing & Motivating others, Active Listening

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