

Teresa's Hallmark

Sales Associate Job Description

Position Purpose:

To provide outstanding customer service to all customers, merchandise product, actively sell the product and complete appropriate cash transactions.

Nature and Scope:

The Sales Associate will report to and accept guidance from the Owner, Store Manager or Lead Sales Associate.

The Sales Associate is responsible for providing outstanding customer service to every customer who enters the store. This performance must reflect a conscious effort to give the customer's needs priority over operational job responsibilities.

The Sales Associate will develop selling skills and product knowledge to respond to all customer questions. The Associate will have access to store cash and product assets and be accountable for the same.

The Sales Associate will be expected to learn all features and uses of the store's product lines and will be able to provide that information to the customer without reference.

The Sales Associate is challenged to follow all directives and perform in a consistent manner regarding customer service, merchandising, and transaction knowledge. This challenge requires the ability to accept change on a regular basis and the ability to work with a diverse group of people.

Job Requirements

Must have strong verbal skills, interpersonal skills, flexibility, and the ability and willingness to learn the retail business. Must actively engage with customers and work to maximize customer satisfaction.

Must be able to manage transactions, redeem coupons and apply promotions without financial loss to the company. Must follow all rules for coupon and sale transactions.

Must be able to multi-task and work at an increased pace during busy seasons.

Must be able to lift fixture parts and cartons weighing up to 25 pounds.

Must be able to stand for long periods and walk up to 5 miles per shift during busy periods.

Must be able to ascend/descend stairs multiple times per shift.

I understand and am capable to perform the physical and intellectual requirements of this position:

Signature _____	Date _____
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TERESA'S HALLMARK / BRIANNE'S BOUTIQUE

APPLICATION FOR EMPLOYMENT

PERSONAL			
Last Name	First	Middle	Date
Street Address			Email
City, State, Zip			Cell Phone #
Email Address			Pay Expected
Position Desired			Are you of legal age to work? Yes ___ No ___
			Are you willing to work overtime if asked Yes ___ No ___
Are you legally eligible for employment in the United States? Yes ___ No ___			When will you be available to begin work?
Special training/skills (language/ office machines/ computers, etc.)			

EDUCATION				
School	Name and Location	Number of years completed	Did You Graduate?	Degree or Diploma
Elementary				
High School				
Business/Trade/Technical				
College				
Graduate School				

<p>Membership in Professional or Civic Organizations: (Exclude those which might disclose your race, color, religion, or national origin)</p>

EMPLOYMENT HISTORY

Please provide an accurate and complete employment record, including both full and part-time positions. Start with your present or most recent employer and then provide previous employers:

Company Name	Telephone ()
Address	Employment Dates (Month and Year) From To
Name of Supervisor	Weekly Pay Start To
State Job Title and Describe Your Work	Reason for Leaving
Company Name	Telephone ()
Address	Employment Dates (Month and Year) From To
Name of Supervisor	Weekly Pay Start To
State Job Title and Describe Your Work	Reason for Leaving
Company Name	Telephone ()
Address	Employment Dates (Month and Year) From To
Name of Supervisor	Weekly Pay Start To
State Job Title and Describe Your Work	Reason for Leaving
Company Name	Telephone ()
Address	Employment Dates (Month and Year) From To
Name of Supervisor	Weekly Pay Start To
State Job Title and Describe Your Work	Reason for Leaving

We may contact the employers listed unless you indicate which employers you do not wish for us to contact	Do Not Contact Employer _____ Reason _____
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The information provided on the Application for Employment is true, correct, and complete. If employed, any misstatement or omission of fact on this application may result in my dismissal.

I understand that acceptance of an offer of employment does not create a contractual obligation upon the employer to continue to employ me in the future.

I authorize you to engage an investigative consumer reporting agency to obtain a report of my credit and personal history. If you obtain a report, you must provide at my request the name of the agency used so that I may obtain from them the nature and substance of the information contained in the report.

Signature _____

NUMBER OF HOURS YOU WISH TO WORK EACH WEEK:

CHECK WHICH OF THE FOLLOWING YOU ARE AVAILABLE

- FULL TIME 40 HOURS PART/FULL TIME 20-40 HOURS
 PART TIME 20-30 HOURS PART TIME 10-20 HOURS

YOU MUST BE ABLE TO WORK A MINIMUM OF 12 HOURS PER WEEK

PLEASE SPECIFY WHAT TIMES YOU ARE AVAILABLE:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY

Working at Teresa’s Hallmark requires working a variety of hours including evenings, weekends, and holidays. You may be asked to work outside of your normal availability during key times. Please answer the following questions about your availability for work if hired.

What are your plans for Thanksgiving and Christmas? Do you stay local or travel?

What would be planned requests for days off within the next 3 months?

Do you have any planned vacations within the next year?

If so, what are the dates?

If applicable, please fill out the information below.

What is your planned weekly availability? Please use the chart below to mark any current or standing activities or work schedules that will affect your availability. Only mark times that you are **NOT** available and indicate the reason.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Day					
Evening					

Do you foresee your availability changing in the near future? If so, use the chart below to mark upcoming changes, and list the dates.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Day					
Evening					

Please answer the following questions. Be sure to elaborate.

Why do you consider yourself a people person?

What do you consider a good shopping experience?

Give an example of a bad shopping experience?

What did you like most about your best job?

What did you like least about your worst job?

What skills do you have to enhance Teresa's?

Why do you want to work at Teresa's?