

# M A T C H E S

## My Stylist - Eshop - Clapham Common

When the style-savvy shoppers of Wimbledon Village, Richmond, Notting Hill and Mayfair need to get their retail fix, Matches are there to fulfil all their fashion needs with our Womenswear, Menswear, Spy and Diane von Furstenberg (DvF) boutiques. Plus our fantastic website [www.Matchesfashion.com](http://www.Matchesfashion.com) which let's you shop all those gorgeous designers without leaving your house.

We are now looking for a telephone Stylist to join our very fast paced and exciting Web Sales team to help us provide the ultimate personal shopping service like no other on the web!

We need someone who truly loves fashion and has fantastic sales experience combined with the ability to communicate easily with all kinds of people. A history of making sales and delivering targets is also essential, as is enjoying working at top speed. Admin skills are an absolute must alongside the ability to organise yourself and others and just be happy to get stuck in to whatever needs doing.

You will need amazing communication skills and the ability to give fantastic customer service to your clients. The web "My Stylist" team provide the ultimate personal shopping service online with tailored advice to clients over the telephone as to how to work key trends into clients wardrobes, helping create the perfect outfit for a special occasion as well as answering questions about sizing, hot new designers and anything else our clients require.

Duties will include:

- Pushing to deliver sales targets; calling and emailing clients, cross-selling other products, proactively communicating with priority clients
- Working with team members to ensure that all packages are sent out within 24 hours of orders being placed, liaising with the stores for stock where necessary
- Dealing with all all "My Stylist" enquiries and building strong relationships with clients.
- Maintaining personal contact with clients and working with them to ensure we satisfy their requirements every time

If this job sounds like your thing, please send your CV, cover letter and salary expectations to [personnel@matchesfashion.com](mailto:personnel@matchesfashion.com).

We look forward to hearing from you!