



Showroom Consultant Role Profile

Business Function	Showroom Sales
Job Title	Showroom Consultant
Reporting to	Showroom Manager

Job Purpose
To understand the customers' needs, exceed their expectations and enhance their overall experience by recommending products from the range. Handling their enquiry and order from their first visit to the showroom through to completion of their order.

Key Accountabilities
<ul style="list-style-type: none">• Ascertain customer's needs and recommend appropriate products• Demonstrate the features and benefits of products• As required carry out Home Visits to survey the customer's room and understand the customer's needs• Produce 3D designs for customer using CAD• Secure maximum sales orders with the minimum controllable discount• Process customer's orders and payments• Process orders to suppliers using the operating system• Achieve individual monthly sales targets and other KPIs as required• remove as mentioned above• Ensure the showroom is at all times demonstrating a professional image• Act as an advocate for the brand• Drive customer recommendations through the quality service offered



Qualifications/Knowledge/Skills/Experience

- Experience of working in a customer facing environment is essential
- Showroom experience within either Bedrooms Bathrooms or Kitchens is required
- Strong communication skills and the ability to adapt these to suit varying customers
- Good listening skills
- Good with numbers
- Working knowledge of Microsoft office with the ability to learn additional software packages
- Experience of working as part of a team
- Have a positive can-do attitude and be self-motivated
- Driven to develop own skills and behaviours in order to consistently perform and improve
- Must be flexible to work weekends and bank holidays
- Possess a full Driving licence and own transport

Key Behaviours - these are standard Grafton behaviours and should not be changed.

Thinking Things Through

- **Business & Customer Focus:** Works consistently in the best interests of customers and the business.

Delivering Results

- **Taking responsibility for results:** Making things happen, going the extra mile to drive performance and standards.

Engaging Others

- **Skilful Communication:** Communicating information clearly, openly and persuasively
- **Relationship Building:** Building positive relationships with colleagues and customers through respect, listening and teamwork.

Adapting to Change

- **Flexibility:** Updating skills and knowledge and responding positively to change.



Suitable for someone who...

- Has excellent customer and business focus
- Has previous experience and looking for a new and fresh challenge
- Enjoys meeting people
- Can concentrate on the delivery of excellence on a day to day basis whilst still keeping an eye on the future.
- Loves problem solving and analysing information /situations.
- Always looking for opportunities to enhance the sales and customer experience through continuous improvement.
- Provides operational advice to colleagues and team members.
- Manages small projects to meet operational/service improvements, resolving issues and delivering objectives.
- Contributes to the formulation of local delivery plans.