

# Tea Room Sales Associate

BASED AT: Dragonfly Tea Room

POSITION REPORTS TO: owner or Front of House manager

JOB PURPOSE SUMMARY:

We are seeking an energetic, dependable tea room sales associate to join our growing team. You will directly assist customers, process transactions, help merchandise the sales floor, and play a vital role in making our retail experience a positive one. Top notch customer service skills are a must, as is the ability to learn product knowledge quickly and thrive in a fast-paced environment.



## Tea Sales Associate Job Duties and Responsibilities

- Promote, work, and act in a manner consistent with the mission of **Dragonfly Tea Room: to provide a delightful experience to all our customers.**
- Welcome and greet customers as they enter the store
- Offer help and provide direct assistance to customers
- Provide in-depth product knowledge including features, benefits, and overall value
- Answer customer questions and concerns
- Attend to unique and individual shopping needs of each customer
- Cross-sell and encourage beneficial product add-ons
- Upsell when appropriate; promote current sales, promotions, coupon deals, etc.
- Explain store-member benefits and encourage customers to sign up
- Process purchases, returns, and exchanges
- Handle customer complaints in a calm and professional manner
- Report anything unusual, or any major incidents, to management
- Help organize back stock and perform inventory counts
- Process newly received shipments
- Organize and replenish front stock and help merchandise store
- Maintain a clean and tidy work and retail space
- Be enthusiastic and informative about all products
- Help create a positive environment in which to shop and buy
- Take direction from and report to assigned supervisor
- Work as a team to achieve sales goals
- Assist in other areas of the tea room as needed.

### Tea Room Sales Associate Requirements and Qualifications

- Strong knowledge of tea, tea types, tea preparations, tea ware. (required)
- High school diploma or GED equivalent preferred
- Previous retail, sales and/or hospitality experience a major plus
- Computer literate; familiarity using POS systems
- Extremely personable, positive, and approachable
- Fantastic customer service skills
- Comfortable standing for long periods of time; can lift up to 20 pounds
- Ok with shift scheduling, working weekends, and holidays

Please send cover letter and resume to Judy Robinson at [Judy@DragonflyTeaRoom](mailto:Judy@DragonflyTeaRoom). Include in your cover letter your availability and desired numbers of hours to work each week. No phone calls, please.