

PRADA

ABOUT US

We are seeking a passionate and dedicated Floor Manager to join our dynamic team in our PRADA Store in Metzingen. As the Floor Manager (m/f/d), you will embody the essence of our brand, ensuring that every customer interaction reflects our commitment to luxury, style, and innovation. You will oversee the floor, engage with our discerning clientele, and provide exceptional service to enhance their brand experience.

At PRADA, we are renowned for our unwavering commitment to luxury, style, and innovation. As one of the global leaders in the fashion industry, we are dedicated to delivering exceptional experiences to our esteemed clientele. Our brand represents a fusion of tradition and modernity, and our Floor Managers play a pivotal role in providing personalized service and creating memorable moments for our discerning customers.

Floormanager (w/m/d) - Prada

RESPONSIBILITIES

BUSINESS LEADERSHIP

- Drive the floor team to exceed sales targets and contribute to overall store success.
- Analyze floor performance and propose action plans to improve results.
- Collaborate with the Store Manager to implement business strategies and commercial initiatives.
- Foster cross-selling and up-selling across product categories.
- Stay informed about market trends, share insights, and identify opportunities for growth.

CLIENT ENGAGEMENT

- Ensure exceptional client experiences by maintaining a high standard of service.
- Encourage the use of digital tools to strengthen client relationships and meet objectives.
- Promote client loyalty through clienteling initiatives and personalized interactions.
- Address customer complaints promptly, ensuring positive outcomes.

TEAM MANAGEMENT

- Motivate and inspire the team, fostering a collaborative and energetic environment.
- Train staff on product knowledge, sales techniques, and company policies.

- Identify and support talent development within the team.
- Conduct regular coaching, follow-ups, and action planning to drive performance.

OPERATIONAL EXCELLENCE

- Ensure floor displays align with company standards to attract clients and maximize sales.
- Coordinate with visual merchandising and back-of-house teams for seamless operations.
- Uphold company policies regarding cash management, inventory, and reporting.
- Maintain high standards of grooming and store organization to reflect brand values.

KNOWLEDGE AND SKILLS

- Proven experience in retail management, ideally within luxury fashion
- Leadership experience and proven track record of lead teams through KPIs
- Customer service excellence as a priority
- Confident, enthusiastic, and positive attitude
- Highly organized, detail-oriented and problem-solving mindset
- Fluent in German and English

WHY PRADA

At PRADA, we offer more than just a job – we provide a platform for you to flourish and make a mark in the dynamic world of luxury retail. PRADA embodies a place where passion meets fashion, and together, we will shape the future of luxury fashion and retail.

- Here are just a few reasons why joining our team is a step toward a fulfilling and successful career:
 - Attractive employee discounts on PRADA Group Brands.
- Welcoming teams with a can-do attitude and a passion for driving ideas forward.
- 30 Days Annual Vacation (in a full-time role).
- Referral bonus program.

If you are a dedicated and customer-focused professional with a passion for luxury retail, we invite you to apply for the position of Floor Manager at PRADA.

Jetzt bewerben

Diese Stellenanzeige wurde durch die OUTLETCITY AG im Auftrag der Prada Germany GmbH erstellt.
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