

MCARTHURGLEN

GROUP

Job Title	Personal Shopper	Function	Guest Experience
Reports to	Clienteling Manager	Region	Italy
Location	Serravalle	Band	

Our Mission

'To create the finest retail experiences.'

Our Purpose

'Making the extraordinary possible'.

Purpose of Role

As a Personal Shopper, you will deliver a bespoke, luxury shopping experience for high-net-worth guests by offering expert advice, tailored recommendations, and exceptional service. You will build trusted relationships, stay up to date with fashion trends and brand offerings, and act as a key liaison between guests, retail teams, and internal departments to create memorable, high-impact interactions.

Responsibilities

- Provide personalised shopping assistance to high-value guests, delivering a warm, engaging, and client-focused experience on the shop floor and in key service areas.
- Build strong relationships with in-store teams to stay informed about collections, exclusives, promotions, and upcoming events, ensuring seamless guest experiences and smooth transactions.
- Drive sales by promoting in-store and in-centre services such as Concierge, Guest Lounge, Personal Shopping, and Premium Parking.
- Foster long-term guest relationships through regular and meaningful communication, including updates on new arrivals, trend advice, event invitations, and style guidance.
- Enrich guest profiles by capturing preferences, style notes, and other relevant insights to tailor future interactions and enhance loyalty.
- Promote Guest Lounge database subscriptions and other initiatives designed to build guest loyalty and engagement.
- Support complaint resolution with empathy, professionalism, and discretion, while proactively identifying ways to prevent future issues.
- Provide personalised solutions to guest requests that go beyond standard services, collaborating with relevant partners to deliver unique experiences.
- Offer assistance with tax-free shopping, ensuring international guests receive clear guidance and support throughout the process.
- Act as a first point of contact for VIP guests and key partners, upholding luxury service standards and brand values at all times.
- Contribute to the execution of client gifting, including implementation of guidelines and personalised touches where appropriate.
- Report regularly to the Clienteling Manager with insights, trends, opportunities, and best practices.
- Work collaboratively with the Guest Experience, Retail, and Tourism teams to ensure smooth coordination and high-touch service delivery.
- Partner with retail brands to identify opportunities for tailored shopping experiences and curated client activations.

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Support the development and refinement of service procedures, contributing ideas to elevate the personal shopping journey

Requirements

- Previous experience as a Personal Shopper or in luxury retail, with an established book of clients preferred.
- Strong knowledge of fashion trends, luxury brands, and premium products.
- Excellent interpersonal and communication skills, with the ability to engage a diverse, international clientele.
- Professional appearance and polished personal presentation.
- Warm, confident, and personable attitude with a genuine passion for client service.
- Organised and detail-oriented, with the ability to manage multiple tasks and priorities.
- Proactive and solution-focused, with a high level of emotional intelligence.
- Fluent in Italian and English; additional languages are a plus.
- Competent in Microsoft Office applications (Word, Excel, PowerPoint) and Outlook.
- Flexible and adaptable, comfortable in a fast-paced and evolving environment.

Our Success Framework



McArthurGlen, an extraordinary experience for everyone.

At McArthurGlen we value the diversity of our people.
We celebrate difference and believe that everyone is extraordinary.
We are committed to building a culture where our opinions and contributions
are listened to and respected and anyone can be themselves.
We learn and grow together, we all belong.