

Senior Operations Manager – Aveda Salon Jobs in Dubai | Al Tayer Group

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Company: Al Tayer Group

Location: Dubai

Category: other-general

1- Senior Operations Manager – Aveda Salon

Job: Full Time

Location: Dubai, UAE

Description:

To manage the salon & retail operations of the brand, support strategic decisions, implement sales and marketing activities to ensure planned revenues are achieved whilst working within budgeted costs

Job Responsibilities:

Keep up to date with market trends pertaining to industry/trade/product category, customer preferences and competitor activities. Ensure stores are up to date on market trends.

Prepare sales analyses and reports on operational issues, market trends, competitors and customer to facilitate overall decision-making on brand management strategy – per brand

Responsible for preparation of stores/review of standards for principal visits in order to build and strengthen the brand

Ensure optimum staffing levels are maintained across the brand through liaison with the Unit HR Manager

Monitor the sales figures against forecasts, analyze and interpret trends and capitalize on data to maximize sales and profit

Oversee the implementation of customer service standards in the stores and ensure customer satisfaction and efficient handling of complaints.

Conduct regular store visits to review operational standards and monitor quality of customer service.

Observe the standards and provide feedback to store managers to take appropriate action at store level.

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