



# Gemma Larcombe

Boutique Manager

📍 Altrincham, UK

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## Languages

English

## About

As a results driven manager within the Beauty Industry I thrive on a challenge, which steers my team towards success. I am highly motivated to drive the team towards achieving KPI's and personal goals. My work ethic has helped create a sincere and honest environment within our store. Being supportive, confident and experienced has created a harmonious team, which is very positive and motivated to achieve consistent high standards. As a qualified Beauty Therapist my knowledge helps coach a team on beauty ethics, client confidentiality and skincare expertise. With working for L'Occitane Ltd for the past 10 years I live and breathe the company's authenticity and am truly proud of the naturally sustainable future the brand will achieve. My goal is to progress to Boutique Manager and continue to develop my skills to achieve results. My mission statement to my team is 'The best is yet to come' so I feel this is the time to move towards a more senior role.

### BRANDS WORKED WITH

MANCHESTER EXCHANGE

Manchester King Street

Trafford Centre

## Experience

### ● ASSISTANT BOUTIQUE MANAGER

MANCHESTER EXCHANGE | Sep 2012 - Jul 2016

RESPONSIBILITIES Developing and assisting my team to reach company goals & KPI Targets through up to date cascade training and leading by example. Reporting and supporting my manager on coordinating team rotas and daily operations. Keeping in date with Health & Safety guidance and ensuring my team are well communicated. Customer centric service whilst being an ambassador of L'Occitane ensuring the highest standard of demonstrations and skincare consultations. Managing local marketing available from the store base by holding in store events and supporting L'Occitane's social media. Managing stock control and supporting stock take to achieve high results. Key holding responsibilities. Supporting team motivation and wellbeing through coaching and a positive nature. Achieved a NVQ L3 in Business Management DATES FROM SEPTEMBER 2012- TO JULY 2016

### ● SENIOR SALES

Trafford Centre | Sep 2012 - Jul 2016

Supporting KPI targets strengthening my team & management. Assisting with marketing & training. Stock take management. Health & Safety updating. Till management. Customer centric service. High ATV sales.



### ● CHRISTMAS SALES ASSOCIATE

Manchester King Street | Nov 2010 - Sep 2021

Supporting my managers and team to achieve goals and KPI targets. Assisting in general daily operations and reporting to my managers. Key holding responsibilities. Assisting in deliveries and stock control. Leading training on skincare and new product launches. Leading reader event evenings, giving skincare consultations and hand treatments with high standards to customers. Excellent customer service. DATES FROM NOVEMBER 2010- SEPTEMBER 2021 CHRISTMAS SALES ASSOCIATE PROMOTED TO 4 HOUR SALES ASSOCIATE, MANCHESTER KING STREET, L'OCCITANE RESPONSIBILITIES After a successful Christmas of sales and hitting bonus, my manager promoted me to a permanent sales associate and a trusted key holder. Assisting in general up keep of store. Team player in working towards KPI and company targets. Money handling. Key holding responsibilities. Assisting in deliveries. Excellent customer service.

## Education & Training

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2017 - 2018 ● BEAUTY THERAPY DIPLOMA

MANCHESTER INTERNATIONAL BEAUTY ACADEMY (MIBA) -DISTINC-  
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