



19 Olowu Street, Ikeja, Lagos.

**Your Full Name**

**Address**

**Dear**

### **LETTER OF EMPLOYMENT**

We hereby engage your service as Online Sales Associate with CHB LUXURY EMPIRE. Your employment shall be subject to the terms and conditions set out in your letter of employment as follows:

This working relationship is for a minimum of 2 years subject to renewal, this role will be fully confirmed after the **initial 2 months of probation**

1. During the period of this contract, you will be working as Sales Associate with full working Job description well-outlined to you.
2. You will be working with and reporting to the **Manager, Human Resource and CEO** on a daily basis and rely on them for directions and instructions.
3. **Effective date**

This offer is effective from 26th February, 2024.

### **Documentation**

To capture your information on our database, within 72 hours, kindly make the following documents available to the HR

- Character Reference Details (Name, Contact Address and Phone Number)
- Guarantors Form (2 Solid Guarantors with their ID card).
- Previous Employer details (Name and Contact Person Information)
- Proof of Identity (National ID Card, Voters Card, Intl Passport etc)
- A Bank Account where your payments will be sent
- Signed page of this offer letter.

### **1. Deliverables for the role**

- Professionally handle incoming request from customers whether through calls or chats and ensure that issues are resolved both promptly and thoroughly.
- Generate sales leads online and offline
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer through open and interactive communication.

- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/sales representative team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.
- Other Assignments given by the Manager and the MD/CEO.

## **2. Reward and Compensation**

Your compensations are as follows,

- (a) N50, 000 Probation salary for the 2 months of probation. At the end of your probation, you will be appraised and a confirmation letter for your employment will be sent.
- (b) Based on merit, if you're found diligent and hardworking on the job, you can be promoted to the role of a supervisor. Do note that this is at the end of the probation period. So, the ball is in your court to prove yourself.
- (c) Your salary will be increased to the base of a supervisor, and your job descriptions will be highlighted to you. This, however, is after a meeting with the management. Do note that being promoted is based on merit.
- (d) 10% of your salary will be deducted. This is your money and will be given at the end of your probation month.

Note: Payment of salaries expires 37days after your start date.

## **Probation Period**

You shall be on probation for the first two (2) months of your employment. During this probationary period, your performance will be assessed. If your performance meets the required standards, your appointment will be fully confirmed. Should either you or the company not be satisfied with your performance, ability, suitability and compatibility, either party shall be entitled to terminate your employment giving the other party one-month notice.

## **Hours of Work**

Your working hours will be resumption by 8am and Closing Time by 7pm (Mondays – Fridays) and Saturdays resumption by 8am – closing 6pm. You will be allowed to go for a 30 minutes break between 12pm – 2pm.

## **Termination**

Your employment may be terminated summarily by the company without compensation or payment, if:

- a) If you commit a material breach of your contract of employment;
- b) In any such circumstance justifying such termination in law; insubordination, physical violence etc.
- c) Non-performance of duties;

- d) Didn't give a 1-month notice in case of leaving the company.
- e) If within the probation period, you decide to leave OR your employment is terminated within the probation period due to your incompetency, lack of adhering to company/work instructions or truancy. Then the company **WILL NOT** be at any liberty to pay you a dime in such case(s). The company will provide you with tools, robust training and office ambience to carry out your assigned tasks, therefore, you are employed to effectively carry them out because as a company, we don't owe anyone of salary or wages whatsoever.

## **Policies**

This is as stated in the employee handbook in the organization. We advise you be guided by the laws that govern this organization.

## **Confidentiality**

By virtue of your association with the company and in the course of your employment with the company, you will become acquainted with, possessed of and given access to the company's trade secrets and confidential information. Such trade secrets and confidential information are of extreme strategic importance to the company.

Hence, we confirm that you are aware of this contract prior to you signing this agreement and you were made aware that:

- a) It is an essential term of your employment with the company that you undertake to abide by the confidentially undertakings as set out in this contract of employment;
- b) The undertakings set out are material conditions of your employment with the company; and that you have agreed to give the company the undertakings as set out in on this basis.
- c) Please note that in case of termination of appointment, you are to delete any customers, company, employees, or stakeholders' information in any of your personal devices.

We look forward to a mutually beneficial working relationship.

Yours sincerely,  
HR Department.

## **ACKNOWLEDGEMENT**

I acknowledge that I have read, understood and do hereby accept the terms of employment outlined above.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# CHB LUXURY EMPIRE

Address: 19, Olowu Street, Ikeja, Lagos.

Passport

## GUARANTOR'S FORM

Passport

### EMPLOYEE'S DETAILS

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Job/Role: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### GUARANTOR'S DETAILS

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employment Status: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ City: \_\_\_\_\_

Relationship with employee: \_\_\_\_\_

I \_\_\_\_\_ hereby confirm that I stand as a guarantor in respect of (his/her) \_\_\_\_\_ appointment as a Job/Role \_\_\_\_\_ Of CHB LUXURY EMPIRE. I shall be responsible for all losses due to his/her negligence in the performance of his or her duties or through and any form of shortage or money due to theft or embezzlement through his or her actions, which becomes a loss to the client or CHB LUXURY EMPIRE.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**CHB LUXURY EMPIRE**  
**EMPLOYMENT FORM**

Name: \_\_\_\_\_  
(Surname) (First name) (Middle name)

DOB: (DD/MM/YY) \_\_\_\_\_

Status: Single ☐ Married ☐ Divorced ☐ Cohabiting ☐

Sex (Male / Female). Phone number: \_\_\_\_\_

LGA: \_\_\_\_\_ STATE: \_\_\_\_\_

NATIONALITY: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

Religion (Muslim / Christian). Denomination: \_\_\_\_\_

Do you stay alone: (Yes/ no), (If no, why do stay with?)

Referee's Phone No: \_\_\_\_\_ Email: \_\_\_\_\_

EDUCATIONAL BACKGROUND:

(i) BSC: \_\_\_\_\_

(ii) SSCE: \_\_\_\_\_

(iii) FSLC: \_\_\_\_\_

Other areas of expertise/ skill: \_\_\_\_\_

Any Health Complication (Yes/No) if yes state it: \_\_\_\_\_

Strength: \_\_\_\_\_

Weakness: \_\_\_\_\_

Former Job Experience: \_\_\_\_\_

Previous Employment: \_\_\_\_\_

Previous Salary: \_\_\_\_\_ Expected Salary: \_\_\_\_\_

Which other position can you fill in, if need arise: \_\_\_\_\_

Can you speak and write fluently: \_\_\_\_\_

## **ONLINE SALES ASSOCIATE RESPONSIBILITIES**

### **ABOUT THE COMPANY**

CHB luxury collections limited, is a Leading supply store in beauty products such as: Nail products, manicure & pedicure products, eyelashes products, micro blading products/machines, hair wax removal products, piercing & tattoo products, teeth whitening products, detoxification machine etc.

We deal on wholesales and retails both online and physical store and we follow the latest trends in the beauty industry (Quality guarantee). The Empire, Orisirisi, Delta kitchen and Logistics is also part of the conglomerate.

### **Job Responsibilities**

1. Professionally handle incoming request from customers and ensure that issues are resolved both promptly and thoroughly.
2. Manage large amounts of incoming phone calls.
3. Welcome every customer with a smile and politely answer every request or concern from a customer.
4. Generate sales leads online and offline using the company's social media accounts, take the extra mile to engage customers.
5. Identify and assess customers' needs to achieve satisfaction.
6. Build sustainable relationships and trust with customer accounts through open and interactive communication.
7. Provide accurate information about products using word of mouth marketing and the right methods/tools.
8. Meet personal/customer service team sales targets and call handling quotas.
9. Enter details of goods on the system and confirm payments made by customers either by cash, by transfer or card withdrawal.
10. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
11. Keep records of customer interactions, process customer accounts and file documents.
12. Follow communication procedures, guidelines and policies.
13. Daily cleaning and arrangements of the various products in the units.
14. Online shop stocking: Report, keep track on the stocks available and out of stock products physically and in the online group chat.
15. Track and keep a record of the shipping details for customer's package, follow up the dispatch rider, communicate with the customers for delivery of the package.
16. Reach out to customers every morning through the appropriate means to confirm their products and its delivery.

17. Confirm ordered products, the packaging of the goods, and report if returned and ensure to report if not well packaged upon return.
18. Document products count before sending through the logistics company/department.
19. Check products for exchange and keep record of the exchanged products
20. Introduce, give adequate details about new products of the company to customers.
21. Other instruction or assignment given by the Manager or the MD/CEO.