

JOB TITLE:

Orchestral Showroom
Assistant

DEPARTMENT

Showroom

Showroom Testimonials

Q: WHAT DOES YOUR TYPICAL DAY AT WORK LOOK LIKE?

I usually arrive at around 8:45 to have a catch-up with my colleagues and take a moment to relax before the working day begins. Once in the showroom, I'll visit the Orchestral Room, which I manage, to make sure everything looks presentable and to put on some suitable background music. I'll then head into the synthesiser room and turn on any pieces of equipment that aren't already powered up to make sure if a customer wants to try out a piece of kit, all they have to do is start playing!

Each day there will be items that need to come off of display to be delivered to a customer. We usually gather these items at the start of the day, retrieving the packaging from the warehouse (making sure to wear a high-vis jacket!) We will usually collect items that belong to our specialisms eg. I will usually fetch products from the orchestral room, the studio room and items such as in-ear monitoring systems from the PA room.

As customers arrive, I'll greet them and let them have a browse if they want to. If they ask to try something that is not out on display, I'll call it out from the warehouse and set it up for them in an appropriate and comfortable space. If they need help deciding between items, I will lend my knowledge and/or opinion (if required) and will sometimes get advice from a colleague if the subject is their expertise.



Sometimes it may be necessary to take a customer through a range of items to help them find what they need. We do not push particular items too hard, as it is important to us that the customer gets the item they need rather than something maybe more expensive that they will inevitably return a week later because it wasn't right for them.

If a customer would like to purchase an item, I will put the order through on the system, collect payment and call out the products from the warehouse.

During down-time it is useful for us to play the instruments and use the equipment to further our knowledge and understanding to give to customers. I particularly enjoy exploring the Eurorack setup we have in our synthesiser room, as there are so many possibilities for sounds and workflow.

We usually have half an hour for lunch, I like to sit in the staff area upstairs and do some mixing or just take some time to relax.

At the end of the day, once all the customers have left the building we will ensure all items are either on display or back in stock before leaving.

Q: WHAT IS YOUR FAVOURITE PART OF YOUR JOB ROLE?

My favourite part of my job role is being around like-minded people and learning about different areas of music gear that I had not explored before (eg. Eurorack, live sound).

My colleagues are all extremely knowledgeable in their departments and it's great to work with such talented people from whom I can learn from and with.



Not only is it useful for us to try out some of the products, it's also lots of fun! If I discover a feature I think is really cool on a piece of kit, I'll be sure to impress a customer with it.

It's also extremely rewarding to see customers who are excited about the products, whether it's an experienced engineer looking for a new addition to their rack or a 10 year old getting their first full size violin.

Q: WHAT DO YOU ENJOY THE MOST ABOUT WORKING AT GEAR4MUSIC?

I love my colleagues and the fact that we really feel like a team. Working in the showroom is a relatively relaxed professional environment and I feel like the customers get a sense of that as well, which is important as we like them to know that we are working musicians, producers and engineers just like they are.

Occasionally we receive product training from specialists from big companies such as Roland and Source Distribution which is great for not only learning about the gear but also for meeting people who work in the industry and for networking and making connections.

There are also regular social events such as the summer BBQ at head office or a bowling night organised between the team. This is great for team bonding and we're all friends anyway so it's always a laugh and a fun time.

The staff discounts are also very generous!

