

## **EMPLOYMENT OPPORTUNITY: ENGLISH COMMUNICATIONS TEACHER**

Ock Pop Tok (OPT) English Communication Teacher will provide communication support and information training for our retail team. The Teacher will help develop staff communication skills and focus on-the-job customer and sales interactions. Additionally, the Teacher will supplement internal training on the ethos of the company, including its mission, product stories and customer service standards. The position is part-time and reports to Head of Sales & Marketing.

The English Communication Teacher will help implement Ock Pop Tok's staff development goals in the following areas:

- Staff is comfortable and relaxed when approaching guest
- Staff continue to improve and feel confident about their English-speaking skills
- Staff understand that communication is not simply about speaking; it includes body language and confidence
- Staff gains insight into how international customers respond in retail situations
- Staff can communicate the OPT's brand story and the company's different locations and venues
- Staff understands the company's mission and goals
- Staff can explain product stories accurately, particularly Ock Pop Tok's signature textiles

### **Key Responsibilities**

- Create a training manual for new employees covering: the concept of OPT: the journey from silk to shop; textile and artisan-related vocabulary; answers to customers' frequently-asked questions
- Create dynamic teaching models, using visuals, wherein staff can understand topics such as handmade, slow living, cultural conservation, womens' empowerment, livelihood and sustainability
- Help staff improve their listening and speaking skills in small group sessions
- Conduct role-play exercises that allow staff to practice their conversational skills in a retail setting, covering topics confirmed by OPT managers
- Engages staff in exercises that help review their product knowledge, particularly as it relates to storytelling of OPT's key signature textiles
- Provide lesson plans a week in advance, clarifying topics to be covered and/or create lesson plans based on topics provided by OPT Manager

- Evaluate staff learning every 3-months

### **Deliverables**

- English Textile Terms and Concepts: Manual for New & Existing Employees
- A report on students' progress as a group and individually every 3 months

### **Working Hours**

The hours stated are guidelines, and working hours may decrease and/or increase based on operations and season.

- Low Season hours (March - September): 8-10 hours per week
- High Season (October - February): 4-5 hours per week

### **Reimbursement**

This position is paid by the hour. The rate is commensurate with experience. Please submit your preferred hourly rate.

### **Contract Terms**

This is a contract position for 6 months and is renewable.

OPT will sponsor the candidate's Employment Visa and pay 50% of the visa fees.

### **TO APPLY**

Please submit a CV and a cover letter expressing your interest to:

Valerie Olla

valerie@ockpoptok.com

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### **About Ock Pop Tok:**

Ock Pop Tok is a Luang Prabang-based social enterprise that produces beautiful, award-winning handmade textiles and artisan products. Established in 2000, Ock Pop Tok operates on a platform of fair trade, creating opportunities for local weavers to advance their skills, sourcing the finest raw materials, and providing a sustainable source of income for women and their communities. With three retail locations, an eco-villa, a top-rated café, and a creative

arts and learning centre in Luang Prabang, the company strives to raise the profile of Lao textiles and artisans within the country and abroad. Recipient of the 2014 Wild Asia Responsible Tourism Award for Cultural Preservation.

**Website:** [www.ockpoptok.com](http://www.ockpoptok.com)

**Address:** Ban Saylom, Luang Prabang, Laos PDR