



Client Experience Intern

PART-TIME INTERNSHIP POSITION

Location: On-Site, Lexington, KY

Schedule: M/W/F, 12:00 PM to 5:00 PM; or Tu/Th, 9:00 AM to 12:00 PM

Reports To: Consultant Director

Faithful Platform is a client-focused, faith-based jewelry company committed to providing exceptional customer experiences and crafting timeless pieces. We're a growing team of professionals who believe in creating a welcoming and memorable journey for every client. We are currently offering a unique internship opportunity for students interested in sales, hospitality, or client-facing roles who are seeking to gain real-world experience or academic credit.

This internship is ideal for someone who is personable, detail-oriented, and passionate about hospitality. You'll be the first face clients see when they walk in, helping create a warm and polished experience that reflects our values.

Role Responsibilities:

- **Front Office Host:** Serve as the welcoming presence at our Lexington showroom Monday through Thursday from 9 AM to 12 PM. Ensure the space is tidy, organized, and ready to greet guests.
- **Client Greeting & Hospitality:** Greet walk-in clients with professionalism and warmth. Make clients feel comfortable and cared for while they wait for their consultation appointments.
- **Ring Pick-Ups:** Assist clients picking up their engagement or wedding rings by walking them through the ring paperwork and helping ensure their experience is celebratory, clear, and memorable.
- **Resize/Repair Drop-Offs:** Support walk-in clients with resizing or repair requests by helping them fill out the appropriate documentation and processing the items according to FP protocols.

- **Client Experience Support:** Partner with the consulting team to enhance the client journey from arrival to departure, ensuring a seamless and personal experience every step of the way.

Role Requirements:

- **Schedule Commitment:** Available to work on-site Monday, Wednesday, and Friday from 12:00 PM to 5:00 PM or Tuesday and Thursday from 9:00 AM to 12:00 PM
- **Student Status:** Must be currently enrolled in college and able to receive academic credit for an internship (if needed).
- **Hospitality Mindset:** Naturally warm, kind, and people-focused with a passion for creating positive experiences.
- **Professional Demeanor:** Comfortable interacting with clients in a polished, respectful, and upbeat manner.
- **Organization & Detail Orientation:** Able to follow procedures, track information accurately, and keep the front-of-house running smoothly.
- **Eagerness to Learn:** Excited to gain real-world skills in client communication, customer service, and high-end product presentation.

What You'll Gain:

- Class credit, if needed, for your degree program. *This role is not eligible for monetary compensation at this time.*
- Hands-on experience in a high-touch client service environment
- Training in communication, organization, and professionalism
- Exposure to the inner workings of a growing company in the jewelry and luxury goods industry
- One-on-one mentorship and feedback from experienced team members
- Valuable internship experience for your resume; ideal for those potentially pursuing careers in sales, hospitality, fashion, or client services

We're looking for someone who brings both professionalism and genuine warmth to our clients' experiences — we hold this role in the highest regard.

To apply for this position, please apply through our [website](#) and send your resume to careers@faithfulplatform.com.