

2023

Luxury and lifestyle retail industry forum — compensation and benefit survey





The retail world's rapid transformation over the last few years has sent shockwaves through the industry. E-commerce expansion and digitalization in the retail industry has changed both pace and patterns of consumption and expectation both in-store and online. Retail sales growth in Asia are forecasted to grow at a compound annual growth rate, even surpassing pre-pandemic records. Hence now more than ever, it's more important for organizations to plan ahead and address the impacts head on with up-to-date remuneration data, rewards trends and HR insights to navigate through the new normal.

Mercer's APAC Luxury and Lifestyle Retail Industry Forum provide consistent, accurate and high quality data which focuses on industry-specific, to help organizations stay ahead of rewards trend and information in the market and ensure your market competitiveness among the industry players.

Make relevant rewards decisions with the right provider.

13 markets

across APAC

Survey delivered online through Mercer WIN with

7x24 accessibility

Retail-specific roles

and generic job families

More than

200+ specializations

179,000+ incumbents

from 200+ brands

Forum offerings/ features



List of markets

- Australia, China, Hong Kong, Japan, Macau, South Korea, Taiwan
- Malaysia, Singapore, Thailand, Vietnam*, India*, Indonesia*

*only LLR Compensation survey will be conducted (i.e. no LLR Benefits survey)



Product types

- Beauty and Cosmetics
- Fashion
- Watches and Jewelleries
- Others



Forum entitlements

As forum members, you gain access to:

- LLR survey database and results,
- Group Forum meetings and networking,
- Market intelligence and quick polls,
- Market snapshot report,
- Industry newsletter, etc.



Online data submission

Via Mercer Data Connector – our innovating, award winning AI-application that streamlines, simplifies, and modernizes the submission process.

[Find out more how it will benefit you!](#)



Powerful and flexible data analysis online with Mercer WIN

The Mercer Workforce Intelligence Network (Mercer WIN) provides a single point of access to our unparalleled survey data and analytics. Mercer WIN helps you easily break down complex data into usable information on compensation and other HR topics. Features include custom views, cross-market data, unlimited peer group cuts, market refinements, My data comparison against the market*, job combination, reporting in Excel and much more. All available at no additional cost!

*For participants only.

Survey coverage/features

Compensation and benefit items

The Mercer Luxury and Lifestyle Retail compensation survey provides a quantitative study that covers various cash components such as base salary, fixed cash allowance, short term variable cash as well as OT pay.

<p>Base salary</p> <ul style="list-style-type: none"> • Monthly basic salary (gross before tax) • Numbers of months guaranteed 	<p>Fixed cash allowance</p> <ul style="list-style-type: none"> • Meal • Mobile phone • Grooming • Car allowance • Transportation • Housing • Children education • Shift • Other cash allowances, eg. Position allowance, title allowance, location allowance, etc.
<p>Short term variable cash</p> <ul style="list-style-type: none"> • Sales commission • Sales incentive • Performance bonus • Other short-term incentives, eg. Client retention incentives, In-store to online referral bonus, VIP program incentive, etc. 	
<p>OT pay</p>	

The Mercer Luxury and lifestyle retail benefit survey covers the following:

Time loss	Medical benefits	Retirement benefit and risk insurance	Flexible benefits	Vehicle	Retail store benefits
Annual leave	Outpatient clinical	Group retirement plan	Flexible benefits	Company car	Shift arrangement and day off
Parental leave	Outpatient specialist	Group insurance plan	Working arrangement	Car allowance	Attendance allowance
Other major leaves	Hospital surgical				Uniform allowance
	Dental				Laundry allowance
	Medical check-up				Product benefit
					Grooming allowance

Follow Mercer Benefits Monitor

Available in Luxury and lifestyle retail quick poll

Luxury and lifestyle retail industry survey

Cross-industry job families

Administration, Facilities & Secretarial

Administration & Secretarial
 Facilities Management & Planning
 Facilities/Grounds, Custodial, Cleaning & Laundry
 Transportation & Messenger Services

Customer Service & Contact Center Operations

Contact Center Operations & Training
 Customer Service
 Customer Service & Contact Center
 Operations Leadership
 Customer Relationship Management (CRM)

Data Analytics & Business Intelligence

Data Processing
 Data Analytics & Business Intelligence (BI)
 Data Analytics/Warehousing, & Business
 Intelligence Management

Finance

Accounting
 Accounts Payable/Receivable
 Corporate Finance (Financial Planning/Analysis)
 Credit & Collections
 Finance & Accounting Leadership
 Finance Generalists
 Financial Control
 Management Accounting
 Tax
 Treasury

General Management

Business Strategy & Planning
 General Management
 Risk Management

Human Resources

Compensation & Benefits
 Employee/Labor Relations & Diversity
 Human Resources Generalists
 Human Resources Leadership
 Human Resources Operations
 Mobility
 Payroll
 Talent Acquisition
 Talent Management & Organization Development
 Training & Development (Internal)

IT, Telecom & Internet

Information Systems Administration & Reporting
 Information Systems Architecture
 Information Systems Operations &
 Production Control
 IT Applications Development
 IT Business Systems Analysts
 IT Infrastructure & Systems Administration
 IT Security
 IT User Support
 IT, Telecom & Internet Generalists
 IT, Telecom & Internet Leadership
 Digital Technology

Legal, Compliance & Audit

Compliance
 Fraud Detection & Prevention
 Internal Audit
 Legal
 Legal & Compliance Management
 Regulatory Affairs

PR, Communications & Corporate Affairs

PR & Communication

Corporate Affairs

Project/Program Management

General Business Project/Program Management

Technical Project/Program Management

Quality Management

Manufacturing/Product Quality

Quality Management Leadership

Real Estate Management, Property Development & Investment

General Real Estate Management

Sales, Marketing & Product Management

Advertising & Marketing Communications

Market Research & Analysis

Marketing Generalists

Product Marketing & Management

Digital/Internet Marketing

Sales & Marketing

E-Commerce Strategy & Planning

Sales Operations/Administration

Sales, Marketing & Product Management

Leadership

Supply Chain

Logistics

Procurement

Supply Chain Leadership

Supply Chain Planning & Operations

Warehousing, Distribution & Transportation



Luxury and lifestyle retail industry survey

Industry specific job families

Sub-family	Specialization
Store Sales	Mega-plus Store Management (LGI)
Store Sales	Mega Store Management (LGI)
Store Sales	Large Store Management (LGI)
Store Sales	Standard Store Management (LGI)
Store Sales	Small Store Management (LGI)
Store Sales	Mega-plus Assistant Store Management (LGI)
Store Sales	Mega Assistant Store Management (LGI)
Store Sales	Large Assistant Store Management (LGI)
Store Sales	Standard Assistant Store Management (LGI)
Store Sales	Small Assistant Store Management (LGI)
Store Sales	VIP Client Management (LGI)
Store Sales	Floor/Department Management (LGI)
Store Sales	Store Supervisor (LGI)
Store Sales	Counter Management (LGI)
Store Sales	In-Store Sales (LGI)
Store Sales	In-Store Sales: Beauty (LGI)
Store Sales	In-Store Sales: Skin-care Therapist (LGI)
Store Sales	In-Store Sales: Make-up Artist (LGI)
In-Store Experts	Ready-to-Wear Expert (LGI)
In-Store Experts	Fragrance Expert (LGI)
In-Store Experts	MTM Expert (LGI)
In-Store Experts	High Jewelry Expert/Grands Vendeurs (LGI)
Retail Management	function Head Leadership: Retail Management (LGI)
Retail Management	Retail Sales (LGI)
Retail Management	Retail Operation (LGI)
Retail Management	High Jewelry Strategy (LGI)
Retail Management	Retail Training (LGI)
Retail Support	Stock Administration (LGI)
Retail Support	Cashier (LGI)
Retail Support	Shop Amah (LGI)
Merchandising	function Head Leadership: Merchandising (LGI)
Merchandising	General Merchandising (LGI)
Merchandising	Buying (LGI)
Merchandising	Merchandise Planning (LGI)
Merchandising	Allocation (LGI)
Wholesaling	function Head Leadership: Wholesaling (LGI)
Wholesaling	Channel Sales (LGI)



Sub-family	Specialization
Wholesaling	Sales Administration (LGI)
Commercial	function Head Leadership: Commercial (LGI)
Commercial	Commercial (LGI)
Travel Retail	function Head Leadership: Travel Retail
Travel Retail	General Travel Retail
Travel Retail	Trade Marketing
Visual Merchandising	function Head Leadership: Visual Merchandising (LGI)
Visual Merchandising	General Visual Merchandising (LGI)
Visual Merchandising	Graphic Design (LGI)
Store Development	function Head Leadership: Store Development (LGI)
Store Development	General Store Development (LGI)
Store Development	Construction Project (LGI)
Store Development	Interior Design (LGI)
Loss Prevention/Asset Protection	Head of Loss Prevention/Asset Protection (Retail)
Loss Prevention/Asset Protection	Loss Prevention/Asset Protection Management (Retail)
Loss Prevention/Asset Protection	Security Guard
Product Service/Repair Operations	Handbag/Leather Goods Repair
Product Service/Repair Operations	Jewelry Repair
Product Service/Repair Operations	Watch Repair
Product Service/Repair Operations	Tailoring
Product Service/Repair Operations	Product Service/Repair Operations Management
Online Sales Promotion	Online Influencer/Online Promoter

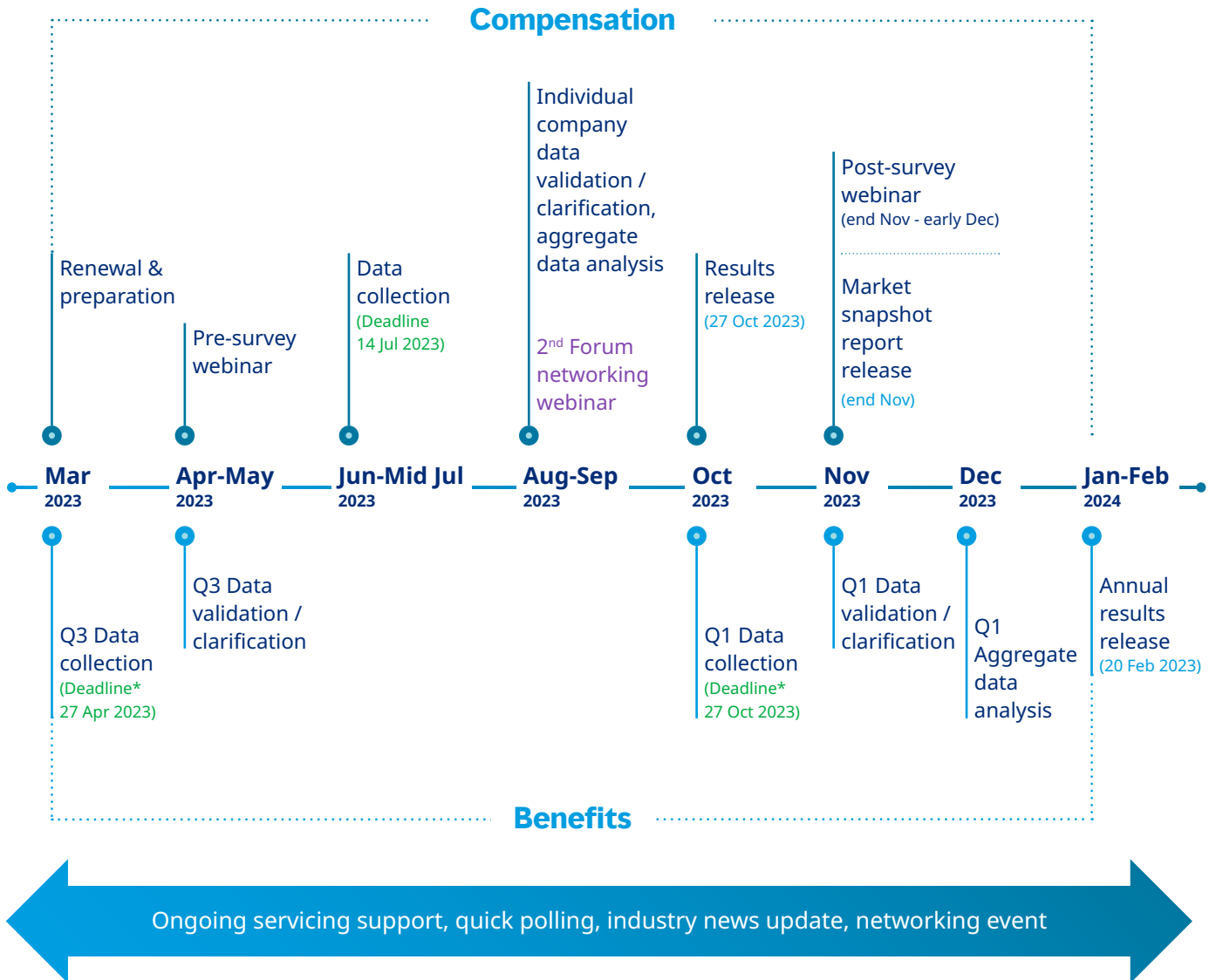
Pricing options

Market / 2023 Pricing (USD)	Compensation (Participant)	Benefits (Participant)
Australia	3,000	1,750
China	4,250	2,250
Hong Kong	4,000	1,750
India	2,000	-
Indonesia	2,000	-
Japan	3,000	1,500
Macau	3,000	1,500
Malaysia	3,000	1,500
Singapore	3,750	1,750
South Korea	3,000	1,500
Taiwan	3,750	1,750
Thailand	3,000	1,500
Vietnam	2,000	-

Please refer to below link for details pricing and more options.

Please download the document and open it on your computer, not internet browser, if there are any issues with its interactivity.

2023 LLR survey schedule



* Benefits cycle follow the same timeline as all industry benefits survey (MBM) but kindly note that the submission window for Australia, China, Macau and Taiwan only open once a year. Submission deadline for AU, CN, MO and TW are 3 May, 15 Jun, 27 Oct and 27 Apr 2023 respectively.

Contact

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