

NEW! OUR LATEST HOULDEN HOTSPOT WITH R L AUSTEN

Ever wondered what makes our Members tick, what they love about working in the industry and what they are finding in demand right now?

Our latest installment of our new regular Houlden Hotspot feature is with R L Austen.

If you would like your business to be a future focus, please email Louise at louise.cullen@houldenjewellers.com.



Houlden Hotspot

SUM UP R L AUSTEN IN A SENTENCE

R L Austen is Chichester's oldest Jewellers dating back to 1794, specialising in luxury watches and diamonds.

WHAT DO YOU LOVE ABOUT WORKING IN THE INDUSTRY?

To be able to be a part of customers' most celebrated occasions is such a privilege and joy. Knowing that you have had a hand in helping them choose special gifts for their loved ones is truly an experience like no other industry.

WHAT MAKES R L AUSTEN UNIQUE?

R L Austen's distinguished history and reputation for excellence in service is what makes us unique in our market. Our new Bridal lounge has been a wonderful new addition to the showroom and our soon to be installed bar is going to help support our annual instore events. There is so much more coming this year to make us stand out as a truly unique Jewellers.

WHAT SUSTAINABILITY STEPS ARE YOU TAKING?

We have tight controls in our business to control wastage to be more sustainable. We also have the most beautiful range of laboratory grown diamonds which are going to have a long-term positive impact in our industry.

WHAT IS IN DEMAND RIGHT NOW AT R L AUSTEN?

We have seen a recent surge in demand for our branded jewellery ranges especially Fope and Roberto Coin. Our luxury watch brands continue to attract our customers and our new register of interest on our website has helped clients to be able to purchase TUDOR and Grand Seiko pieces that are hard to come by!

BEST BIT ABOUT BEING A HOULDEN MEMBER?

The community that Houlden has built is the very best part, it enables us to share ideas and best practice with the other Members. Being an independent business can be isolating but being a part of Houlden makes our business feel like we have a network of support.

