

Neuhaus – Boutique Manager - Covent Garden

KEY RESPONSIBILITIES

*As **Boutique Manager**, you are responsible for the day-to-day management of the Neuhaus boutique in **Covent Garden, London**. You will ensure exceptional service standards, drive commercial performance, and uphold Neuhaus' premium brand image and values. With a hands-on approach, you will lead by example on the shop floor, coaching and motivating your team to deliver an outstanding customer experience and achieve sales targets. As we continue to grow our presence in the UK, we are looking for a dedicated **Boutique Manager** to lead our Neuhaus boutique in **Covent Garden**. Located in one of London's most iconic and vibrant retail destinations, the boutique welcomes a diverse mix of local customers, international visitors, and gifting shoppers. You will play a key role in creating memorable brand experiences, maximising every sales opportunity, and ensuring the boutique consistently reflects our standards of excellence.*

- Lead, coach, and motivate your team to deliver an exceptional customer experience every day.
- Drive sales performance through effective floor management, customer engagement, and proactive sales initiatives.
- Ensure product availability through efficient stock monitoring, replenishment, and inventory control.
- Maintain outstanding visual merchandising and presentation standards in line with Neuhaus brand guidelines.
- Oversee all daily boutique operations, including scheduling, administration, cash handling, and compliance with company procedures.
- Recruit, develop, and retain a high-performing team through regular coaching, training, and performance management.
- Resolve customer queries and service issues professionally, turning feedback into positive customer experiences.
- Identify opportunities to increase brand awareness, customer loyalty, and repeat purchases within the local community and tourist market.
- Monitor and control costs, ensuring profitability while maintaining excellent service standards.
- Build strong relationships with local stakeholders and contribute to the continued success and growth of the Covent Garden boutique.

WHAT WE ARE LOOKING FOR

- Proven experience in a leadership role within luxury retail, premium hospitality, or a customer-focused environment.
- You have the mindset and spirit of an entrepreneur. You are focused on driving results while maintaining strong cost control and operational excellence.
- Hands-on management style with strong organisational and planning skills.
- Excellent communication skills in English.
- Ability to inspire, develop, and engage a team while fostering a collaborative environment.

- Commercially driven with a strong understanding of retail KPIs and sales performance management.
- Flexibility to work weekends and bank holidays is essential.
- A genuine passion for fine food, gifting, and delivering exceptional customer experiences.

WHAT WE OFFER

- Full-time permanent position (40 hours/week).
- Competitive salary £38K/year and performance-based bonus.
- Employee discount on premium Neuhaus products.
- Ongoing professional development and career growth opportunities.
- A supportive and entrepreneurial team culture.
- The opportunity to manage an iconic Neuhaus boutique in one of London's most prestigious retail destinations.

https://www.neuhauschocolates.com/fr_BE/home