

Neuhaus – Boutique Manager

KEY RESPONSIBILITIES

*As **Boutique Manager**, you will be responsible for the day-to-day leadership of the boutique. You will ensure exceptional service standards, drive commercial performance, and uphold Neuhaus' premium presentation and values. With a hands-on approach, you will coach, inspire and guide your team on a daily basis, so that together you achieve the commercial targets.*

*As we expand in the UK, we are looking for a dedicated **Boutique Manager** to lead our **flagship store in St Pancras**. This boutique is more than a store—it's a destination. Located at one of London's most iconic stations, it features a **handcrafted chocolate statue** that captivates tourists and commuters alike, as well as the **complete Neuhaus selection**, offering an immersive brand experience for gifting, indulgence, and discovery.*

- Lead, train, and motivate your team to deliver consistent excellence
- Achieve commercial targets through strong floor leadership and proactive sales planning
- Maintain optimal stock levels through accurate forecasting and timely ordering
- Uphold high visual merchandising standards in line with Neuhaus etiquette.
- Ensure a smooth boutique operation, including scheduling and staff planning
- Handle client feedback and service issues with care and professionalism
- Grow B2B opportunities and nurture relationships with corporate clients

WHAT WE ARE LOOKING FOR

- Proven experience in a leadership role in luxury retail or premium hospitality
- You have the mind-set and spirit of an entrepreneur. You are focused on getting results and keeping costs under control Hands-on management style with strong organizational skills
- Excellent communication in English
- Ability to inspire a team and foster a collaborative environment
- Flexibility to work weekends and bank holidays (the opening hours of the boutique are 7 days a week, from 07h30 to 21h00; on Sundays from 09h00 to 18h00).
- A genuine passion for fine food, gifting, and customer experience

WHAT WE OFFER

- Full-time permanent position (40 hours/week)
- Competitive salary and performance-based bonus
- Employee discount on premium Neuhaus products
- Ongoing professional development and a supportive team culture
- A chance to represent one of Belgium's most iconic chocolate maisons

