

Neuhaus – Sales Advisor - Selfridges

TO DO

At Neuhaus, everything revolves around creating an unforgettable experience for every customer. This same vision is at the heart of our boutique at Selfridges, where we consistently aim for excellence in customer satisfaction.

As a Sales Advisor, you are the face of Neuhaus for every guest who visits our kiosk. You combine your passion for fine chocolate with warm, customer-focused service, helping to uphold and elevate the reputation of Neuhaus excellence at a local level.

Your role:

- You actively contribute to achieving sales targets and take initiative by suggesting ideas and actions to boost performance.
- You are a true brand ambassador with a genuine interest in our products. You enjoy sharing your knowledge and passion for chocolate with our customers, creating memorable moments with every interaction.
- Our boutique is our calling card. You take pride in making sure our beautiful products are displayed with care and attention to detail, always reflecting the elegance and quality of the Neuhaus brand.
- You are responsible for restocking merchandise, as well as ensuring accurate opening and closing procedures for the till.

TO BE

- Passionate about providing outstanding, customer-focused service in every interaction.
- Experienced in a similar retail or hospitality role, ideally in a premium or luxury environment.
- Well-presented, elegant, and professional in both appearance and attitude.
- Fluent in English; knowledge of additional languages is a strong advantage.
- Curious and eager to learn – you may not know all our products yet, but you're enthusiastic about discovering them and sharing that passion with others.
- Flexible and reliable, with availability to work 24 hours per week, and the ability to flex up to 32 hours if needed.
- Comfortable working on Saturdays and/or Sundays, as part of your regular schedule.
- Detail-oriented, proactive, and someone who takes pride in delivering excellence every day.

TO OFFER

- A 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

At Neuhaus, we're more than just a chocolate shop – we create moments of joy. If you're ready to be part of a team that delights its customers every single day, we'd love to hear from you.

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