

Job Description

JOB TITLE: Sales Advisor

ROLE LEVEL: I

DEPARTMENT: Point Seraphine Retail

REPORTS TO: Store Manager

LOCATION: Hotel Chocolat Store, Point Seraphine, Saint Lucia

HOURS/WORKING PATTERN: Varied shifts of minimum 4 hours (will include weekends, evenings, and bank holidays)

ROLE OVERVIEW

The Hotel Chocolat Sales Advisor is responsible for ensuring that customers are welcomed into stores and provided with excellent service, making sure that our stores are well presented according to guidelines. Processing transactions accurately and in a timely manner with attention to detail around carrier bags and gift bags if required. Product knowledge is vital to the brand image.

JOB ROLE AND RESPONSIBILITIES

- **Customer service** – Responsibility for providing excellent service which will include welcoming customers and being available to answer any questions or provide any support they may need.
- **Transaction processing** – Available at the point-of-sale desk; the Sales Advisor will be responsible for ensuring all products barcodes are scanned and that the customer pays for the transaction. This will include accurate cash handling or processing of debit/credit cards. Additional responsibilities may include processing of refunds or exchanges and managing any customer feedback.
- **Product knowledge** – Responsible for learning our range of products including the variety of products and categories we sell, how we grow cacao and manufacture our products, allergens and our commitments to sustainability and ethics. Will also be running tasting sessions and demonstrations for customers of products.
- **Stock** – Working with the team on receiving deliveries, adhering to H&S guidelines, and ensuring stock is safely secured in stockroom areas. On the shop floor, responsible for ensuring stock is presented appropriately according to guidelines, kept clean and tidy and best before dates are adhered.
- **Café** – in stores with café facilities, preparing hot and cold drinks, ice creams and snacks according to guidelines adhering to the allergens, quality, and health and safety standards and following the process outlined to make the products. Serving customers food with the relevant cutlery and presentation.

SKILLS AND EXPERIENCE

We don't have any essential requirements, but we do have a few areas we'll look for in during the recruitment process.

- **Customer service** – previous experience of working in customer service is not essential. A positive attitude and desire to work in a customer facing environment are of greater importance.
- **Teamwork** – can demonstrate previous experience of working as part of a team to achieve a shared goal or target. Understands that working in retail means being flexible to support colleagues and workload according to needs.

Job Description

- **Merchandising skills** – Able to identify product types and use guidelines to ensure displays are well presented and stocked according to specifications, seasonal promotions, and special offers.
- **Communication** – asks relevant questions to ensure they are listening carefully to customers individual needs and reacting accordingly. Adapting their style to different customer types. Communicates openly and honestly with respect and clarity with colleagues and manager.
- **Product knowledge** – able to learn about a diverse range of products but also able to understand the background to those products- how they're grown and produced as well as a passion for cocoa, and a strong desire to learn about people's differing tastes and any relevant allergens. Always ready to learn about new products and innovations as they are introduced.

VALUES AND BEHAVIOURS

The successful candidate will demonstrate their ability to bring Hotel Chocolat's core brand values to life.

Originality, Authenticity, and Ethics:

Enjoy the personal & professional growth that comes from working as part of a dynamic business

Originality: "I bring a spark to my role"

- I Ensure Everything is done with Passion

Authenticity: "I am the real deal"

- I take responsibility for the business and people I lead

Ethics: "I care about people and the planet"

- I do the right thing when no one is watching

Being a Hotel Chocolatier means:

I smile.

I am kind.

I am helpful.

I am positive.