

Retail Wine Adviser – Hersham

Temporary Role (until 31st Dec 2019) – 8 Hours on Saturdays only

Job Purpose:

To work as a team with the rest of the Store, Area Managers and Ops to focus on achieving weekly, monthly and yearly sales, margin and stock targets

To deliver exceptional customer service to all customers at all times.

To maximise sales revenue by up-selling, adding on and using targeted or personal recommendations.

Key Responsibilities:

- Achieve the weekly, monthly and yearly targets using all the tools provided to maximise sales revenue, including: Tasting table, add-ons, up selling, premier sign up, loyalty cards, tasting events.
- Exceed the customers expectations by going above and beyond to deliver exceptional customer service every time, including carrying cases to cars
- Work towards and maintain a level of wine knowledge that ensures customer queries and questions can be handled confidently
- Support the Manager to maintain and grow trade and wedding sales
- Work with the rest of the team to ensure a full tastings programme is run in store. Get involved at every level from planning to the deliverance on the night
- Ensure the shop floor, stock room and office are kept clean, tidy and presentable at all times
- Ordering and receiving the regular shop deliveries, replenishing the shop floor on a regular basis
- Partake in quarterly stock takes

Qualifications/Experience:

- Customer Service experience (essential)
- Educated to GCSE Level or above (essential)
- IT Skills: Microsoft Word, excel and Outlook
- WSET qualification preferred but a keen interest to learn all things wine essential.
- Retail experience preferred

Personal Qualities and Skills:

- Customer focused, target driven and pro-active, ambitious and eager to learn, organised and efficient, strong communication skills
- Passion for and willingness to learn about wine
- Constantly strives for high standards and consistently achieves them
- Creative and innovative, personable and approachable
- Attention to detail and ability to prioritise
- Self starter with an ability to attain targets and overcome all realistic objective
- Provides excellent customer service and takes responsibility for own actions

**If you are interested, please apply in writing and notify your manager of your application.
Your covering letter should be addressed to Sarah Williams and handed with your CV to HR.**

CLOSING DATE: 10th November 2019

