

# Sales Assistant Job Description

Doc. HCS-FS-005

Issue 5

## **Objective of role**

- Help to maximise sales for the store and across wider channels
- Provide first class customer experience
- Carry out stock management and store operation processes to help minimise risk and costs
- Grow personally and professionally as part of a dynamic business

## **Responsibilities**

- Greet, assist and sell to customers
- Operate till and handle financial transactions
- Merchandise and replenish stock as directed
- Assist with deliveries and stock handling as directed
- Undertake cleaning and housekeeping duties
- Continually develop an understanding of the company's culture, products, ethical initiatives, other areas of business, and reflect this in everyday performance
- Take responsibility for personal development and actively seek opportunities for improvement

## **Experience Required**

No experience is needed if the enthusiasm, aptitude and proven desire to learn can be demonstrated  
Experience in a retail environment with a quality brand is desirable  
Experience in a customer service role with face-to-face customer contact may also be beneficial

## **Skills/Knowledge Required**

Ability to initiate contact and communication  
Confident, articulate and accurate spoken English  
Ability to work hard and smart  
Ability to adapt to frequent change and a high pressure environment  
Knowledge of the Hotel Chocolat brand

## **Attitude Required**

Passionate about chocolate  
Passionate about customer service  
Highly self-motivated  
Warm, friendly and engaging personality  
Strong sense of responsibility and desire to get things done properly  
Cooperative and willing to 'muck in'  
Prepared to challenge if something is not right  
Motivated by being a team player with a common goal

If you are interested in applying for a position with one of our stores, please forward a copy of your resume along with a covering letter to your preferred store.

Email address: [storename@hotelchocolat.co.uk](mailto:storename@hotelchocolat.co.uk) ie. [stalbans@hotelchocolat.co.uk](mailto:stalbans@hotelchocolat.co.uk),  
[cambridge@hotelchocolat.co.uk](mailto:cambridge@hotelchocolat.co.uk) or [knightsbridge@hotelchocolat.co.uk](mailto:knightsbridge@hotelchocolat.co.uk)