

JOB POSITION: CHOCOLATE SALES ASSISTANT

Department: Retail

Location: Munich

Starting data: October 2015

Job Purpose

Responsible for providing outstanding customer service that meets or exceeds guest expectations. Assist guests in choosing products. Share knowledge about the ingredients and preparation of products at the chocolate counter. Weigh, label and package products as necessary. May be responsible for working as a cashier at the chocolate counter.

As an ambassador of Eataly products and services, the Chocolate Sales Assistant is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

- Responsible for providing outstanding customer service that meets or exceeds guest expectations.
- Package products as necessary.
- Stocks counter and displays neatly, accurately, and in a timely manner as per pricing menu.
- Keeps display equipment and counters clean and free of debris.
- Cleans equipment thoroughly and promptly as necessary or assigned.
- Keeps floor in work or service area clean and free of debris.
- Cleans work station thoroughly before leaving area for other assignment or going home.
- Serves or packages chocolate and sweets neatly and attractively as per brand standards.
- Promptly informs management when supplies are low.
- Manages chocolate and sweet tastings.
- Adheres to all company and department procedures, policies, expectations and quality standards.
- Responsible for cashier duties at their counter.

Skills / Requirements

- Demonstrated ability to understand and implement written and verbal instructions.
- Previous customer service preferred.
- Must be able to perform simple mathematical calculations.
- Prior knowledge of chocolate and confectionary products is desirable.
- Position requires standing, bending and mobility the entire work day
- Must be able to communicate politely and effectively with guests and other employees.
- Ability to communicate effectively and understand instructions
- German (mother tongue-fluent), English (business fluent). Italian is a plus.