

JOB POSITION: CHOCOLATE STORE MANAGER

Department: Retail

Location: Munich

Starting data: October 2015

Job Purpose

The Chocolate Store Manager is responsible of managing and developing sales of the chocolate brand store inside Eataly Munich, ensuring the respect of the company and brand rules. This position reports directly to the Retail Manager in Italy.

As an ambassador of Eataly products and services, the Chocolate Store Manager 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

- Be familiar with company products and brand values.
- Maintain the high standard of the store ensuring high quality customer service, cleanliness and compliance with HACCP regulations.
- Share the budget with the team and make sure that everyone do their best accordingly.
- Check the proper functioning of the machineries and control the state of maintenance of the same ensuring proper cleaning program.
- Respect occupational health and safety programs ensuring that all employees comply with conduct and business operating rules.
- Make sure of the freshness of products on sale.
- Work towards achieving sales budget by getting to know the trading area using traffic generators.
- Managing and defining staff hours.
- Organize staff workload in relation to the volume of sales by ensuring excellent service.
- Responsible of orders respecting food cost parameters.
- Developing effective action plans with supervisor when problem occurs.
- Developing together with the Retail Manager competitive incentive schemes to boost sales
- Management of complaints in store.
- Compliance with commercial rules and exposure of the products respecting FIFO rule.
- Try to solve and eliminate conflicts among the staff.
- Check staff training to ensure that all employees have received proper training.
- Responsible for cash flow and relationship with the bank.
- Collaborate with the headquarters staff for the optimal management of the store.
- Anticipate problems and plan activities for a correct management of the store.

Skills / Requirements

- Minimum two (2) years experience in food/confectionary retail.
- Experience with chocolate/confectionary is preferable.
- Must be able to manage a budget.
- Must be able manage a team of 5 or more people.
- Must have the ability to be standing and be mobile for up to 4 hours at a time.
- German (mother tongue-fluent), English (business fluent). Italian is a plus.