

## **JOB POSITION: WINE AND BEER SALES ASSISTANT**

**Department:** Retail

**Location:** Munich

**Starting data:** September 2015

### **Job Purpose**

The Wine and Beer Sales Assistant provides prompt, efficient and friendly customer service. Educates customers about Eataly's wine shop and the products sold in the store. Rotates, faces and replenishes merchandise and ensures highest quality standards are met. Will assist customers with all steps of the experience including, but not limited to: guiding customers to the products they desire, securing products that are out of the customer's reach, loading heavy items and passing along suggestions. Facilitates customer payment on a cash register.

As an ambassador of Eataly products and services, the 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.

The position reports directly to the Wine Manager.

### **Job Functions**

- [ Provides prompt, efficient and friendly customer service.
- [ Educates customers about the wines, beers and spirits sold at Eataly's wine shop.
- [ Facilitates customer payment on a cash register.
- [ Assists customers through: Escorting them to the products they're looking for; Securing products that are out of reach; Loading or unloading heavy items; Noting and passing along customer suggestions or requests.
- [ Answers the telephone promptly and provides friendly, helpful service to customers who call.
- [ Assists with wine tastings as necessary.
- [ Receives and stocks wine and wine store merchandise. May review invoices
- [ Rotates, faces, and replenishes merchandise and ensures highest quality standards are met.
- [ Maintains cleanliness of Eataly's wine shop at all times.

### **Qualifications**

- [ Wine and beer sales experience is required.
- [ Knowledge of Italian wines, beer and spirits.
- [ Excellent communication skills.
- [ Knowledge of the German wine market.
- [ Must be able to follow instructions.
- [ Good human and analytical/numerical attitude, being precise.
- [ German (mother tongue-fluent), English (business fluent). Italian language is preferential