

Sales Assistant (Full-time)

Location: Heathrow Terminal 5

Salary: Competitive + Benefits

'At Fortnum's we have three centuries' experience of serving customers travelling the globe,' says Fortnum's CEO Ewan Venters, 'so it's fitting we should now serve passengers flying to some of the world's most glamorous locations.'

Our beautiful Heathrow Terminal 5 store offers the best of Fortnum's food, drink and gifts to our international travellers – from our iconic hampers to our popular range of teas and preserves, confectionary, there is something for everyone. This is the perfect place to pick up a taste of home or a little gift to take away.

We are looking for an exceptional full-time and part-time sales assistant to deliver world-class customer service, and to ensure that customers and guests feel looked after through excellent, knowledgeable and prompt service whilst driving sales.

Reporting to the Store Manager, you will actively ensure that our store's departmental sales targets and objectives are achieved. In addition you will carry out merchandising and display duties, and ensure the store looks immaculate and stock is appropriately replenished.

The successful candidate will have a strong retail experience, ideally within a luxury or airport environment with excellent communication skills and proven good customer service. As the role is on Heathrow airside, you must be fully flexible with regards to shifts and working patterns, as some shifts will require you to start from 5am. The part-time positions will require you to work 20 hours a week (minimum 3 shifts).

Candidates must have the following:

- Accurate and up-to-date information with their career history and education. All potential employees will undergo a 5 year reference check with both education and employment. This is requirement for all employees working Heathrow
- Please note that if you have lived outside of the UK in any country for a period of 6 months or more, you will be required to provide us with an Overseas Criminal Record Check certificate, we will provide you with the details on how to do this

You must also be local to Heathrow/surrounding areas or be able to make a realistic commute.

If you thrive on delivering world-class customer service, please apply now.