

Maitre Choux is looking for a **Store Manager** to join our fun and enthusiastic team at the most exciting patisserie in Bicester Village, Oxfordshire!

JOB DESCRIPTION:

Full-time contract

Available weekdays and weekends, depending on schedule

40h / week

Salary starting from £21,000/year, depending on experience

STORE MANAGEMENT

- **Training and follow up** about company knowledge: product, brands, customer service, offers
- **Run the store and maintain the highest standard** of store environment & customer service
- Implement a **store organisation** in collaboration with the Assistant Manager.
- **Offer friendly and efficient services** to all customers
- Ensure **Health and Safety** policy and processes are followed.
- **Answer customer requests:** in store requests, emails and phone calls.
- Taking care of special orders: pièces montées, customised orders, events.
- Prepare and serve hot drinks such as coffee, fine teas, and hot chocolate
- Manage **POS system and weekly reports**

ADMINISTRATION

- Plan Rota and Holidays
- Assist with emails and marketing requests
- Interview and hire new staff
- Manage customer complains
- Maintain, manage and update payroll data

COMPANY DESCRIPTION:

Maitre Choux is the first and only choux pastry specialist patisserie in the world. We are a modern version of a French patisserie, redesigned to cater to the most discerning of taste buds. Every day and with a rigorous precision, our Three Michelin star-experienced chefs bake the most perfect éclairs, choux and chouquettes.

All of our creations are truly unique, and we regularly update our range with seasonal influences to take advantage of what nature does best. We always use the freshest ingredients available.

If you love good food and hospitality, we'd love to hear from you.

MINIMUM REQUIREMENTS:

- Experience in luxury retail or high end food/restaurants
- Have a genuine love for pastry and hospitality
- Confident, and excellent communication skills
- Exceptional customer service and presentation skills
- Sales driven and result oriented
- Minimum 1 year experience in retail industry and worked with fresh food, comes from either a restaurant or food retail background
- You must be able to attend a trial shift and have proof of right to work in the UK.

If you want to join us, send you CV to
coralie@maitrechoux.com and yasin@maitrechoux.com