



Sales Advisor

Reports to: Supervisor

Salary: Starting at £9.75 per hour

Contract: 37.5hrs – 22.5hrs per week

Job Ref: BFSSAL

Location: Belfast International Airport

Business area: Aelia Duty Free

Start date: Immediate

Job purpose:

This role is for our Aelia duty free store situated in the departure lounge of Belfast International Airport; we are currently looking for energetic, enthusiastic new team members to join the team that have a passion for excellence.

Outstanding service is the heart of our business, and our aim is for customers who enter our stores, be greeted by a friendly team of Sales Advisors, who can offer expert help and advice. As a Sales Advisor you will be involved in all aspects of our busy store, delivering first class customer service on the sales floor and till point.

Key responsibilities:

100% Customer Focus

- Greeting customers with a friendly smile
- Helping customers with product selection
- Offering additional link sales
- Ensuring all customers receive excellent customer service every-time
- End to end customer service including till operations

Stock Management

- Ensuring the store is fully replenished
- Goods receiving duties
- Stocktaking and inventory compliance
- Merchandising & pricing

Housekeeping/Health & Safety

- Keeping the store well presented at all time
- Ensure the safe usage of all the cleaning materials
- Ensuring store and stock rooms are kept tidy in line with H&S
- Reporting any potential hazards on the shop floor or stock room to the manager/supervisors

Security

- Ensuring security of stock on shop floor and compliance of till inventory
- Responsible for the shop floor security when on shift
- Awareness of potential security risks out with store and part of the greater airport community

Experience new horizons, every day.

Person Specification:

- Good Communication skills (both verbal & written)
- Adaptability to the changing environment
- Ability to work in a team and individually
- Ability to work well under pressure
- Excellent Interpersonal skills
- Ability to provide professional standard of services
- Reliable in attendance and time keeping
- Self-motivated

Our company

Lagardère Travel Retail is a pioneering global leader in the travel retail industry currently operating over 4,600 stores across 35 countries. Since 2004 after the initial opening of its first duty free store in Belfast International Airport they rapidly expanded throughout the UK & Ireland and now operate 16 stores across 5 airports and 8 ferries.

The objective of Aelia Duty Free is to create a memorable duty-free experience, relying on 4 pillars:

Facilitation: Making the shopping experience is truly seamless and most of all, unforgettable.

Care: Delivering first class customer service to every customer in store

Here & Nowhere Else: Celebrating local specialties through iconic features, products & specialities.

The Art of the Gift: Delivering excellence through, gift wrapping, product merchandising and selection.

Aelia relies on a collaborative and innovative approach with brand partners, leaders on their markets (perfumes, cosmetics, alcohol, tobacco and confectionery).



A five-year working and personal reference, along with a Criminal Reference Check, will be required for this role as the store is airside in the departures lounge. This will be discussed in more detail at interview stage or please contact us if you have any questions regarding this.

To register your interest in a role with us please email your CV to c.hamill@lagardere-tr.uk or complete this [online form](#) with your details. Simply scan the QR code with your phone to access:



Experience new horizons, every day.