

Lindt & Sprüngli (Canada), Inc., is currently recruiting for **3rd Key Holder/Team Lead** for our “new” **Lindt Chocolate Shop, Holt Renfrew Centre** Toronto location.

We are looking for enthusiastic and keen individuals who are organized, showcase leadership skills, goes above and beyond, has excellent communication and selling/upselling skills; are extremely reliable, punctual and are great problem solvers.

Job Responsibilities:

- Offering a positive attitude and act as a role model for associates
- Provide excellent customer service
- Coach, mentor and provide feedback to employees
- Open and closing duties including; handle cash, bank drops, merchandise and restock products, support with inventory duties, driving sales, provide an update on sales to the management team and assist with corporate gifting
- Act as a brand ambassador
- Other duties as required

Requirements:

- 1-2 years of experience in a key holder capacity and 2-3 years of retail experience
- Candidates must be available to work an average of (15 – 40 hours per week) and must have flexibility to work daytime, evenings and weekends including holidays
- A secondary education preferred
- A flair for merchandising and presentation of premium products
- Outstanding oral and written communication skills
- A history of going above and beyond to provide exceptional customer service
- A talent for sales and selling
- A passion for chocolate!

How to apply:

Resumes can be submitted directly to lindtrecruiting@brandmomentum.ca

We thank all those who have applied, however only the selected candidates will be contacted.

Lindt & Sprüngli (Canada), Inc., is currently recruiting for **3rd Key Holder/Team Lead** for our “new” **Lindt Chocolate Shop, Toronto Downtown** location.

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Location: Toronto, Ontario

We are looking for an enthusiastic and keen individual to fill the role of **Assistant Manager** for our “New” **Lindt Chocolate Shop, Holt Renfrew Centre** Toronto location. The ideal candidate must possess strong communication skills and a passion for sales and merchandising.

Key Accountabilities:

- Assist with the management of the daily operations of Lindt Chocolate Shop
- Assist with generating and driving corporate sales
- Uphold the values of exemplary customer service through modeling of behaviour and establishing appropriate guidelines
- Monitor sales and labour issues on a daily basis with a goal to maximize store profitability without sacrificing customer service
- Assist with recruitment including interviewing and hiring of Retail Sales Associates
- Supervision of store employees to maximize customer service, sales and profit
- Assist with training of sales techniques and product knowledge
- Timely ordering of merchandise and supplies with focus on overall inventory management and loss prevention
- Daily reconciling of cash with sales receipts, daily paperwork and accounting, payroll and other store administration
- Develop and utilize full knowledge of all products and sales information with a constant focus on achieving sales goals while controlling expenses
- Assist with on-going performance management of staff, assist in the preparation and delivery of employee performance reviews
- Maintain store merchandising presentation to company standards
- Maintain high standards for cleanliness and food/product safety
- Responsible for cash handling, inventory ordering and related retail administrative duties

Qualifications:

- Post Secondary Education
- 1-2 years of experience in a retail management role with 2-5 years of retail experience
- Previous experience working in the hospitality/restaurant industry is preferred
- Previous experience in a merchandising or presentation capacity
- Ability to multi task and manage multiple projects in a timely manner
- Excellent customer service skills
- Strong oral and written communication abilities
- Strong computer proficiency in MS Office

Additional Criteria:

- A history of going above and beyond to provide exceptional customer service
- A talent for sales and selling
- A passion for chocolate!

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Lindt is committed to providing accommodations for people with disabilities. Accommodations are available upon request. Please contact our Human Resources department for more information.

Location: Ottawa, Ontario

We are looking for an enthusiastic and keen individual to fill the role of **Assistant Manager** for our **Lindt Chocolate Shop, Hudson's Bay Rideau Centre** location. The ideal candidate must possess strong communication skills and a passion for sales and merchandising.

Key Accountabilities:

- Assist with the management of the daily operations of Lindt Chocolate Shop
- Assist with generating and driving corporate sales
- Uphold the values of exemplary customer service through modeling of behaviour and establishing appropriate guidelines
- Monitor sales and labour issues on a daily basis with a goal to maximize store profitability without sacrificing customer service
- Assist with recruitment including interviewing and hiring of Retail Sales Associates
- Supervision of store employees to maximize customer service, sales and profit
- Assist with training of sales techniques and product knowledge
- Timely ordering of merchandise and supplies with focus on overall inventory management and loss prevention
- Daily reconciling of cash with sales receipts, daily paperwork and accounting, payroll and other store administration
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- Assist with on-going performance management of staff, assist in the preparation and delivery of employee performance reviews
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- Post Secondary Education
- 1-2 years of experience in a retail management role with 2-5 years of retail experience
- Previous experience working in the hospitality/restaurant industry is preferred
- Previous experience in a merchandising or presentation capacity
- Ability to multi task and manage multiple projects in a timely manner
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- Strong oral and written communication abilities
- Strong computer proficiency in MS Office

Additional Criteria:

- A history of going above and beyond to provide exceptional customer service
- A talent for sales and selling
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Location: Downtown Toronto, Ontario

We are looking for an enthusiastic and keen individual to fill the role of **Assistant Manager** for our “New” **Lindt Chocolate Shop, Brookfield Place** location. The ideal candidate must possess strong communication skills and a passion for sales and merchandising.

Key Accountabilities:

- Assist with the management of the daily operations of Lindt Chocolate Shop
- Assist with generating and driving corporate sales
- Uphold the values of exemplary customer service through modeling of behaviour and establishing appropriate guidelines
- Monitor sales and labour issues on a daily basis with a goal to maximize store profitability without sacrificing customer service
- Assist with recruitment including interviewing and hiring of Retail Sales Associates
- Supervision of store employees to maximize customer service, sales and profit
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- Ability to multi task and manage multiple projects in a timely manner
- Excellent customer service skills
- Strong oral and written communication abilities
- Strong computer proficiency in MS Office

Additional Criteria:

- A history of going above and beyond to provide exceptional customer service
- A talent for sales and selling
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Lindt & Sprüngli (Canada), Inc., is currently recruiting for **Sales Associates** at our “NEW” **Lindt Chocolate Shop, Holt Renfrew Centre** Toronto location. We are looking for enthusiastic and keen individuals to fill the following position:

Sales Associates

- 1-2 years of experience in Retail is preferred
- Post secondary education preferred
- A history of going above and beyond to provide exceptional customer service
- A flair for merchandising and presentation of premium products
- Outstanding communications skills (oral and written)
- A talent for sales and selling
- A passion for chocolate!

Benefits of working at Lindt Canada:

- Mandatory chocolate sampling (!)
- Ability to be part of our growing retail chain and hone your customer service skills

How to apply:

Resumes can be submitted to lindtrecruiting@brandmomentum.ca

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Sales Associates

- 1-2 years of experience in Retail is preferred
- Post secondary education preferred
- A history of going above and beyond to provide exceptional customer service
- A flair for merchandising and presentation of premium products
- Outstanding communications skills (oral and written)
- A talent for sales and selling
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Benefits of working at Lindt Canada:

- Mandatory chocolate sampling (!)
- Ability to be part of our growing retail chain and hone your customer service skills

How to apply:

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We thank all those who have applied, however only the selected candidates will be contacted.

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Location: Toronto, Ontario

We are looking for an enthusiastic and keen individual to fill the role of **Store Manager** for our “New” **Lindt Chocolate Shop, Holt Renfrew Centre** Toronto location. The ideal candidate must possess strong communication skills and a passion for sales and merchandising.

Key Responsibilities:

- Management of the daily operations of Lindt Chocolate Shop
- Responsible for generating and driving corporate sales
- Uphold the values of exemplary customer service through modeling of behaviour and establishing appropriate guidelines
- Monitor sales and labour issues on a daily basis with a goal to maximize store profitability without sacrificing customer service
- Recruitment including interviewing and hiring of Retail Sales Associates
- Supervision of store employees to maximize customer service, sales and profit
- Training of sales techniques and product knowledge
- Timely ordering of merchandise and supplies with focus on overall inventory management and loss prevention
- Daily reconciling of cash with sales receipts, daily paperwork and accounting, payroll and other store administration
- Develop and utilize full knowledge of all products and sales information with a constant focus on achieving sales goals while controlling expenses
- On-going performance management of staff, assist in the preparation and delivery of employee performance reviews
- Maintain store merchandising presentation to company standards
- Maintain high standards for cleanliness and food/product safety
- Cash handling, inventory ordering and related retail administrative duties

Qualifications:

- Post secondary education preferred
- Sales oriented, able to develop/build business
- 2-5 years of retail management experience
- Excellent customer service skills
- Good time management habits
- Strong oral and written communication abilities
- Strong computer proficiency in MS Office
- Previous experience in a merchandising or presentation capacity

Additional Criteria:

- A history of going above and beyond to provide exceptional customer service
- A talent for sales and selling
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