

# LAITHWAITES

## Retail Wine Advisor – Gloucester Permanent – 32hrs p/w (4 days)

Do you have a passion for wine, a natural flair for customer service, and love working in a dynamic retail environment? Join our dedicated team as a Retail Wine Adviser, where you'll combine product knowledge, people skills, and sales ability to create exceptional in-store experiences.

### About the Role

As a Retail Wine Adviser, you'll work collaboratively with your store team, Area Managers and Retail Operations to meet and exceed sales, margin, and stock targets. You'll deliver warm, tailored customer service, using your knowledge and enthusiasm to up-sell, host tasting sessions, and drive customer engagement.

### Key Responsibilities

- Achieve weekly, monthly, and annual sales/margin targets through:
  - Tastings and events
  - Up-selling and add-on sales
  - Premier sign-ups and loyalty card promotion
  - Use of marketing materials and personalised recommendations
- Provide outstanding service to every customer—including carry-to-car assistance
- Build and maintain strong product and wine knowledge to confidently advise customers
- Support store manager in driving trade and wedding sales
- Plan and run tasting events from conception to delivery
- Keep the shop floor, stockroom, and office clean, organised and presentable
- Manage stock: receive deliveries, replenish shelves, and assist with quarterly stock takes
- Deliver wine to trade and private customers, ensuring timely and safe delivery using the shop van

### What We're Looking For

#### Essential:

- Customer service experience
- Educated to GCSE level or equivalent
- Comfortable with manual handling and physical stock movement
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Full, clean UK driving licence

#### Preferred:

- Retail experience
- WSET qualification (or willingness to pursue)

### You'll Thrive in This Role If You Are:

- Passionate about wine and eager to learn more
- Customer-focused and target-driven
- Proactive and ambitious with strong communication skills
- Organised, detail-oriented, and reliable
- Personable, team-oriented, and capable of thinking creatively

### Why Join Us?

- Wine training and development opportunities, including WSET
- Staff discounts and access to exclusive events
- A sociable, supportive, and knowledgeable team environment
- Opportunities for career development in a respected retail wine business

If you are interested in this position, please apply in writing. Your covering letter should be addressed to Simon Eastwood and emailed with your CV to [vacancies@directwines.com](mailto:vacancies@directwines.com).

**CLOSING DATE: 25<sup>th</sup> July 2025**