



Tarquin's Gin - Retail Manager

Location: Fowey, Cornwall.

Position: Permanent, full-time.

We are on the hunt for an experienced, organised, and enthusiastic Retail Manager for our Shop in the heart of Fowey.

This is an exciting opportunity to join the team in a supervisory role – managing your own small team and showcasing our brand to the world!

We are looking for someone hands-on, energetic and organised, with a passion for craft spirits, customer service and Cornwall!

What you'll be doing

This is a varied role that comes with a high degree of responsibility. Duties will include but are not limited to the following:

- Day-to-day management of the retail shop, consistently striving for **high standards**
- Delivering an outstanding level of customer service to **everyone** who walks in the door
- Leading, training and developing your team to hit key performance indicators and targets
- Inventory management, stock rotation, managing the staff schedule and ensuring daily cleaning
- Serving customers on a daily basis, offering samples when appropriate and advising on purchases
- Reporting to, and working alongside the Area Retail Manager to hit key targets
- Providing an enjoyable and safe work environment for employees and customers

What you'll get

- A competitive salary with room for training, growth, and development
- A generous staff discount
- Employer contributory pension
- Quarterly Bonus based on meeting/exceeding agreed KPI's

What you'll need to have

- A passion for excellent customer service and attention to detail
- Retail or hospitality experience preferably involving alcohol service or sales

What you might have

- Personal Licence Holder
- Management experience in retail or hospitality
- Public speaking experience

How to apply

Please send a CV **and** cover letter to work@southwesterndistillery.com with the subject 'Retail Manager – Fowey' detailing why you'd like to join our team, including details of **2 brands you admire and why.**

Salary: £24k dependent on experience