

LVMH

*Institut des Métiers
d'Excellence*

Client Advisor

*IME LVMH Program
2019/2020*



Integrate the 2019/2020 Client Advisor program as an apprentice of the *Institut des Métiers d'Excellence LVMH* and join one of the LVMH Maisons: Berluti, Bulgari, CELINE, Chaumet, Christian Dior Couture, Fendi, Fred, Givenchy, Guerlain, Hublot, KENZO, Le Bon Marché, Louis Vuitton, Make Up For Ever, Marc Jacobs, Parfums Christian Dior, Sephora or TAG Heuer's store in Paris or its suburbs and follow a training course entirely in English in apprenticeship at EIML Paris, 35, Quai André Citroën, 75015 Paris, starting in **September 2019.**

Vocational Education Training

The *Institut des Métiers d'Excellence LVMH* Client Advisor full English training program brings a new approach to vocational education training. It offers apprentices the following benefits:

- 1. An unprecedented teaching** on the know-how of retail positions in the sectors of couture, fashion, leather goods, fur, watches, jewelry, perfumes, cosmetics or selective retailing, with real-life situations and learning through experience coupled with an English-language course and practical training in the LVMH Maisons' stores.
- 2. Master Classes of the *Institut des Métiers d'Excellence LVMH*** organized in the LVMH Maisons, about sales excellence in the luxury sector and customer experience know-how, with visits to stores and talks with sales experts.

Certifications

The *Institut des Métiers d'Excellence LVMH*, through the **Client Advisor program**, offers a complete and rigorous training, exclusive on-site work experience, and a dual certification to enhance graduates' future employment prospects:

- / **A Level II RNCP Certificate**, accredited under the French Ministry of Employment and delivered by EIML Paris.
- / **The Certificate of Excellence from the *Institut des Métiers d'Excellence LVMH*** awarded to graduates who, during their year of training at the IME, have fulfilled criteria of rigour, excellence, know-how and interpersonal skills specific to their fields of expertise and the luxury sector as validated by their tutors in the Maisons, their teachers at school and the *Institut des Métiers d'Excellence LVMH*.

Client Advisor

The *Institut des Métiers d'Excellence LVMH* offers a high quality one-year training **entirely in English, to prepare for a sales associate position and a career in luxury retailing**, having acquired competencies to:

- / Process a sale in a confident and professional manner.
- / Engage with clients to develop long-term relationships, leveraging different clienteling tools, in order to foster brand loyalty.
- / Contribute to successful commercial results.
- / Acquire cross-selling techniques and know-how.
- / Learn and master brand and product knowledge.
- / Be able to create a unique and unforgettable in-store experience.
- / Confirm the English fluency for non English natives.

Admission Requirements

- / According to the French law, be under 26 years old or be over 26 and unemployed – registered at Pôle Emploi – or recognized as a worker with a disability.
- / Must have completed a two-year technical or university degree (BAC+2) or a three/five-year university degree (in arts, social sciences...).
- / Be enthusiastic, service orientated, passionate about luxury and sales, results orientated and have a proactive and positive attitude.
- / A fluent level in French and English is mandatory, the knowledge of another language such as Mandarin, Russian, classical Arabic, Japanese, Thai, Korean, Italian or Portuguese is an advantage.
- / Show motivation during the interview.

Selection Procedure

The **preselection** of the candidates is done by EIML Paris:

- / The application file needs to be uploaded on EIML Paris' website, filled in and sent by email.
- / A first selection will be done by EIML Paris with oral and written tests to evaluate the candidate's motivation, his "Luxury Culture" and English level.

Then, the preselected candidates will be evaluated with a real-life situation and received by the human resources manager and the store manager for an individual interview, to finalize the process.

Course period

1 year, from September 2019 to July 2020

The Apprenticeship Contract

The rhythm of apprenticeship between EIML Paris and the Maisons is generally: **two days at school and three days in the store**, with some exceptions (two weeks of induction course, Christmas, Chinese New Year, summer holidays...). Apprentices are paid by the LVMH Maison with which they have signed an apprenticeship contract based on the French pay scale regulation.