

# Client Advisor



**Partner school :** EIML Paris

**Partner Maisons :** Berluti, Chaumet, Christian Dior Couture, Fendi, Givenchy, Guerlain, Hublot, Kenzo, La Samaritaine, Le Bon Marché Rive Gauche, Louis Vuitton, Make Up For Ever, Parfums Christian Dior, Rimowa, Sephora ou TAG Heuer

**Type of contract :** Apprenticeship  
(*Accessible with a two-year technical or university degree (Bac+2) or a three/five-year university degree (in arts, social sciences...)*)

**Course period :** 1 year, from September 2021 to July 2022

Created in 2014, l'Institut des Métiers d'Excellence LVMH is a vocational education training program in apprenticeship that enables the LVMH group to secure the transmission of its savoir-faire in craftsmanship, creation and retail to the younger generations or people doing a professional reorientation thanks to partnerships with renowned schools in their own disciplines.

Integrate the next Client Advisor program as an apprentice of the Institut des Métiers d'Excellence LVMH in order to join the store of one LVMH Maison 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 2021**.

## ***A free theoretical and practical training program***

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.

## ***A dual certification***

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 Institut des Métiers d'Excellence, 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 EIML Paris and the Institut des Métiers d'Excellence LVMH.

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:

- Welcome, advise the clients and 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.

## 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.

## 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.

The LVMH Institut des Métiers d'Excellence recruits and recognises all talents.

## 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.

## How to candidate ?

Upload the application file and send it completed directly to:

*EIML Paris*  
*35, Quai André Citroën, 75015 Paris*  
[www.eiml-paris.fr](http://www.eiml-paris.fr)  
[clientadvisor@eimlp.fr](mailto:clientadvisor@eimlp.fr)

Or candidate online via  
[lvmh.fr/rubrique/Talents/IME\\_LVMH](http://lvmh.fr/rubrique/Talents/IME_LVMH)

For more information about the Institut des Métiers d'Excellence LVMH and its programs :

*Institut des Métiers d'Excellence LVMH*  
[contact.ime@lvmh.com](mailto:contact.ime@lvmh.com)