

Doorman/Doorwoman - 37.5 hours - Customer Services

Selfridges [258 reviews](#) - London
Full-time, Permanent

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Ref OX8011

Selfridges offers an unrivalled shopping experience with products ranging from high street to high end. Whatever it is our customers are looking for, it'll be up to you to ensure they enjoy an exceptional level of service that keeps them coming back for more.

KNOW THE ROLE You will do much more than just meet expectations. Instead, you'll provide a bespoke service to customers from all over the world, while you take enormous pride in maintaining our high standards. Our customers expect impeccable service delivered by people with a genuine passion for greeting customers with a warm welcome and a fond farewell.

Knowledgeable about the store and our products, you will be a quick stop guide for our customers the second they walk through the door. You will do this in an entertaining, inquisitive and helpful manner. You will be naturally friendly, with a willingness to connect with our diverse customers. You will be eager to surprise, amaze and amuse our team members as well as the public, making the customers' experience start at the Selfridges' entrance. Holding the doors, telling stories, showcasing your spirit - however you do it, do it in a way that makes the customer journey an unforgettable one.

KNOW WHAT WE'RE LOOKING FOR Your personal flair and innate sense of service will set you apart. While greeting and advising customers or clients you'll take real pride in delivering a personalised and professional service. You'll have genuine passion to guide customers inside and out with a natural curiosity to discover and explore more about what brings them to the store. Bringing your personality to the service experience you will always look to genuinely connect with your customers while thinking creatively to bring their extraordinary shopping experience to life.

You will be a naturally magnetic person, with warm and welcoming body language. You will be a natural performer, with a mature confidence and have a curious nature about you. You will thrive in a busy environment and use this opportunity to gain some great insight into luxury fashion. Everyone is welcome in Selfridges, so you will be an open minded, family friendly cultural person who wants to surprise, amaze and amuse our customers from all walks of life. You will be an individual, charismatic person who wants to make everyone feel welcome.

KNOW WHAT'S IN IT FOR YOU Extraordinary experiences are not only for customers, but team members too. We offer all team members the chance to be a part of something unique where they can enjoy careers that provide inspiring experiences, exciting challenges and great benefits.

They also know that Selfridges is committed to developing its talent, which allows for a wide scope of amazing opportunities as the business continues to grow. Whether you are a Values Ambassador, Green Warrior, a member of the Work it Lab or you get your fix for fashion by taking part in our internal shows, there are many ways to show and develop your talent.

Living our Values is essential to the way we work day to day, encouraging greater social responsibility amongst our team members. From our Project Ocean campaign to Bright Young Things, we are focused on a long term approach to sustainability by buying better and inspiring change.

This role's key benefits includes 30 days holiday (including bank holidays), subsidised gym membership offer, season ticket loan, cycle to work scheme, pension contribution and not to mention a generous staff discount! For more information on the full list of benefits we offer, go to the Salary & Benefits page.

KNOW THE SELFRIDGES STORY Harry Gordon Selfridge first arrived in London from Chicago in 1906 with his heart set on opening his dream store. With his revolutionary understanding of publicity

and the theatre of retail, Selfridges Oxford Street opened its doors for the first time in 1909.

The founders spirit of innovation and creativity lives on through its owners today. Since 2003, W. Galen Weston and his family have owned and operated the business. With the store being named ' Best Department Store in the World' on three consecutive occasions in a row (2010, 2012 & 2014) and most recently being awarded the title of ' World's Best Sustainability Campaign by a Department Store' at the Global Department Store Summit 2016, Selfridges today is more than just the sum of its products. It's a shopping experience that promises to surprise, amaze and amuse and to this day, as Harry Gordon Selfridge said, ' Everyone is welcome' .

With our Vision, to be the destination for the most extraordinary customer experience, innovative and iconic ways to make this a reality are never too far away. An exciting investment programme is underway in our Oxford Street store which has already seen us open the revolutionary Body Studio, earlier this year. A unique concept space presenting over 150 brands and more than 30,000 different styles edited together to transform the way women shop for Bodywear. And it doesn't stop there. In July we opened the first phase of our new Designer Studio, providing customers with cutting-edge and progressive designer fashion in a creative and dynamic environment. In November 2016 we opened phase one of our new Accessories Hall - the Northern Hall. The 60,000 sq ft space will be our biggest destination. It also includes a new concept space, personalisation bar and eyewear destination.

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