

# CLIENT ADVISOR

Fashion – Luxury – Beauty



**Partner school :** EIML Paris

**Partner Maisons :** Berluti, Chaumet, Fendi, Louis Vuitton, LVMH Client Services or Parfums Christian Dior

**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 2024 to July 2025

Created in 2014, the LVMH ME Institute is a vocational education training program in apprenticeship that enables the LVMH group to secure the transmission of its savoir-faire in creation, craftsmanship and retail client experience to the younger generations or people doing a professional reorientation thanks to partnerships with renowned schools and universities in their own disciplines.

Integrate the next Client Advisor program as an apprentice of the LVMH Métiers d'Excellence Institute in order to join one of LVMH Maison'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 2024**.

## A FREE THEORETICAL AND PRACTICAL TRAINING PROGRAM

The LVMH Métiers d'Excellence Institute 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, 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 LVMH Métiers d'Excellence Institute** 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 **LVMH Métiers d'Excellence Institute**, 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 6 RNCP Certificate**, accredited under the French Ministry of Employment and delivered by EIML Paris.
- **The Certificate of Excellence from the LVMH Métiers d'Excellence Institute** 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 LVMH Métiers d'Excellence Institute.

# CLIENT ADVISOR



The LVMH Métiers d'Excellence Institute 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 products 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 such as two weeks of induction course, Christmas holidays, summer holidays...).

Apprentices are paid by the LVMH Maison with which they have signed a 12 months 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 France Travail - 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 interviews.

The LVMH Métiers d'Excellence Institute 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/French 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 apply online at  
[You.And.ME\(lvmh.com\)](http://You.And.ME(lvmh.com))

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

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