



GRÁ CHOCOLATES LIMITED



#WPEP-2470501



Unit 1, Ballybrit Business Park, Ballybrit,
Galway, Co. Galway, H91D5CN



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



12/10/2026



07/12/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Retail & Customer Service Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

Host Employer: Grá Chocolates

Location: Eyre Square and Ballybrit Office

Placement Duration: Six Months (as per WPEP)

Hours: 30 hours per week (Flexible shift patterns including evenings, weekdays, and weekends)

This placement is delivered under the Work Placement Experience Programme (WPEP). Grá Chocolates is offering a six month placement at our Eyre Square Christmas Market chalet and Ballybrit HQ

The participant will gain practical experience in retail operations, festive event customer service, visual merchandising, and Point of Sale (POS) handling in a retail environment. Throughout the six month programme, the candidate will receive direct mentorship and support from experienced team members in the following:

- Customer Experience & Sales Support:
 - Assist in greeting market visitors and helping them with product queries and gift selections.
 - Learn to operate our Point of Sale (POS) system and assist with card/cash transactions under supervision.
 - Support the team during peak trading hours to maintain smooth customer service.
 - Build product knowledge to assist with product explanations and gift suggestions.
- Stall Operations & Merchandising Support:
 - Assist with restocking display tables and shelves to keep merchandising attractive.
 - Support daily opening and closing routines, including stock covering and chalet setup.
 - Assist in keeping the sales counter, storage, and display areas clean and organized.
 - Learn basic inventory tracking by monitoring stock levels and alerting supervisors when items

need replenishing.

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

The participant will receive training in the following:

Formal Training:

- Manual Handling
- HACCP training - accredited
- Standard Operating Procedures (SOP) training
- Stock rotation training
- Workspace Hygiene

Informal Training:

- Hands-on training in retail POS systems
- cash handling
- Customer service techniques
- Practical mentoring in visual merchandising
- Seasonal retail operations
- Effective communication skills
- Teamwork
- **Sector:** manufacturing

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0