

MAIN OBJECTIVE ...

To deliver excellent customer service in order maintain and improve the overall customer experience.

To support the Store Manager and Supervisors with the general store-related tasks.

To have a can do, infectious positive attitude which resonates throughout the team.
To harness a culture of ownership.

KEY PERFORMANCE INDICATORS ...

- Sales performance across the store.
- Mystery Shopping results – Providing outstanding customer service.
- Look and feel of displays, counters etc.

THE JOB INVOLVES ...

Maximising on-shelf availability for customers by delivering stock accuracy, identifying gaps and replenishing accordingly.

- Replenishing products during food fill, top-up of ambient, chilled and frozen
- Maintains the integrity of store stock system, including the correct recording of date expired food

Helping our customers by giving helpful, friendly and knowledgeable suggestions and advice.

- Demonstrating 'notice me' by acknowledging the customer and making them feel welcome, taking the initiative to talk and interact with them, sharing information about product offer
- Delivering great service for our customers
- Being flexible in meeting the customers' needs ie to cover/move departments when necessary
- Knowing how to act on customer feedback and who to escalate it to
- Working with pace and efficiency at the till point, makes eye contact and smiles at customers including those in the queue
- Processing till point transactions efficiently and maintains till point standards
- Maintaining a general awareness of the competition, store product range and store navigations
- Understanding how customers' feedback influences delivering great service
- Making sure your personal appearance meets the Better Food standards, including the wearing of a clean apron and name badge.
- Contributing to the sales performance by promoting deals and offers and taking the opportunity to cross sell with each customer interaction