

Customer Service Advisor/Supervisor Cover

MAIN OBJECTIVE ...

To deliver flexible support across all three stores and to deliver excellent customer service in order to maintain and improve the overall customer experience.

To support the Store Managers 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.
- Emergency cover success rate
- Waste across departments
- Look and feel of displays, counters etc.

THE JOB INVOLVES ...

This role is a key part of making sure all our stores are well staffed and to enhance our customer service offering across all three stores. The role has two elements to it; Customer Service Advisor cover and also Supervisory cover. The role requires training and proficiency across all departments, including produce, health & bodycare and café.

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

- 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 i.e. 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, making eye contact and smiling at customers including those in the queue
- Processing till point transactions efficiently and maintaining 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

Supervisor Duties

- To be able to open and close the store securely.
- To be able to open and close a till efficiently.
- Maintaining incident reports for theft occurrences.
- Maintaining accident reports for staff incidents.
- To ensure the staffing areas are clean.
- Maintain high visual standards to create a sense of pride.
- Supervisor daily/weekly checklists must be completed.
- Ensure efficient ordering, receipt and management of stock, including monthly stock takes.