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| **main objective …**To deliver excellent customer service in order maintain and improve the overall customer experience. To support the Produce Supervisors and Co-Ordinator with the general department-related tasks. To have a can-do, infectious, positive attitude, that resonates throughout the team. To harness a culture of ownership.**key performance indicators …** * Sales performance across the department.
* Minimising wastage
* Great customer satisfaction
* Look and feel of displays etc.
 | Fresh Produce Assistant**The job involveS …** Maintaining high standards when handling fresh fruits and vegetables and maximising on-shelf availability for customers by working with pace and efficiency when completing all tasks. * Gather and maintain a good working knowledge of fresh produce, including seasonal availability
* Advise and serve customers in the Fresh Produce Department whilst observing our duty of care to customers.
* Ensuring high standards of quality control are maintained.
* Refilling fresh produce efficiently to create beautiful and abundant displays, with an eye for detail and keeping to visual merchandising standards.
* Seeing in deliveries of fresh produce, checking stock for quality and matching against delivery notes
* Claiming for spoilt produce by following correct procedure and communicating effectively and professionally with our trusted suppliers.
* Regular cleaning of displays and produce preparation area, in line with Food Standards Agency and Soil Association standards.
* Completing prepacking tasks to the Better Food standard with correct weights and labels.
* Checking produce origins are consistent between invoice, box label and price label, in line with DEFRA rules.
* Communicating with fresh produce teams in other Better Food stores to maintain a common set of standards
* Working on Microsoft Excel to record wastage and shop transfers of produce.
* Working on our in-house EPOS system to search for stock and change prices.
* Being flexible in meeting the customers’ needs i.e. to cover/move departments when necessary
* Processing till point transactions efficiently and maintains till point standards
* Making sure your personal appearance meets the Better Food standards, including the wearing of a clean apron and name badge.
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