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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. |