

# Fresh Produce Assistant

## 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.

## 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.