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| **main objective …** Offering outstanding customer service to every customer in order maintain and improve the overall experience.  Operating the tills & serving customers efficiently & correctly  To assist the supervisors in keeping the shop looking immaculate – rotating stock, putting out deliveries, creating displays & labeling items.  To have a can do, infectious positive attitude which resonates throughout the team.  **Key performance indicators …**  --Excellent customer service  -Greeting all customers  -Helping to maintain and reduce waste  -Rotating stock  -Keeping the shop full fresh & tidy | Customer Service Advisor**The job involveS …**  * Engaging with all our customers to create a welcoming, friendly environment * Maximising on-shelf availability for customers by identifying gaps and replenishing accordingly. * Replenishing products including top-up of ambient, chilled and frozen * Maintains the integrity of store stock system, including the correct recording of date expired food * Maintaining high standards of cleanliness & hygiene * Helping our customers by giving helpful, friendly and knowledgeable suggestions and advice.   **We expect all CSA’s to…:**   * Acknowledge & greet each customer, making them feel welcome, taking the initiative to talk and interact with them, sharing information about product offering * 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, make eye contact and smile at customers including those in the queue * Processing till point transactions efficiently and maintain till point standards * Correctly rotating stock to ensure the oldest product sells first * Maintaining a general awareness of the competition, store product range and store navigations * Understand 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 * Confidently talk to & promote our loyalty scheme Bee Better * Support & offer guidance to new colleagues as they learn their role |