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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
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