

# CUSTOMER SERVICE TEAM LEADER

To lead and inspire the team



## Main objectives

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To lead, inspire and motivate the instore teams through leading by example – showcasing excellent customer service in order to coach the floor teams to improve the overall customer experience.

To support the manager with the general day to day running of the store.

Having a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership.

## Key performance indicators

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- Sales
- Waste
- Providing outstanding customer service.
- Stock availability
- One to one completion
- Compliance

## The job involves

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- Engaging with all our customers to create a welcoming, friendly environment by giving helpful, friendly and knowledgeable suggestions and advice.
- Process till point transactions efficiently, performing refunds at the till point and resolving customer queries.
- Maximising on-shelf availability for customers with stock counts, gap checks, monthly & annual stocktakes
- Placing orders, receiving goods, making claims, checking invoices and recording wastage.
- Organising deliveries and delegating to team in a timely manner and ensuring cold chain is maintained and stock is rotated.
- Maintaining high standards of hygiene by delegating cleaning tasks and ensuring the team are cleaning as they go.
- Delivering company promotional events & displays with marketing packs and maintaining throughout promotional period.
- Contributing to the sales performance by promoting deals and offers, cross selling with each customer interaction and offering tastings and samples.
- Creating abundant, seasonal displays and maintaining throughout promotional period.
- Leading the team to promote our loyalty scheme Bee Better & Net Promoter Score and Surprise and Delight Scheme
- Supporting managers with store recruitment, induction training and probation reviews.
- Supporting managers with absence management, performance reviews and HR meetings.
- Maintaining communication channels with regular team huddles and one to ones.
- Cash counting, opening and closing of stores securely.

## **We expect all Team Leaders to be**

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- Be flexible in meeting the customers' needs i.e. to be cross-trained and cover all departments and other stores when necessary
- To be flexible over 7 days trading. To support the needs of the growing business
- Ensure your personal appearance and that of the team meets the Better Food standards, including the wearing of a clean apron and name badge
- Lead by example and hold fellow team members accountable to maintain a common set of standards
- Understand the company purpose, vision and values and demonstrate within their team.
- Spot opportunities to remove barriers and improve the experience for our colleagues and customers.
- Ensure store compliance related to Health & Safety, Food Hygiene, Soil Association Standards and DEFRA.
- Complete allergen training, Level 2 Food Hygiene Training, Fire Warden Training and Barista Coffee Training