

CUSTOMER SERVICE TEAM MEMBER



Main objectives

Offering outstanding customer service to every customer in order maintain and improve the overall experience.

Operating the tills & serving customers efficiently & correctly

Keep the shop looking immaculate – rotating stock, putting out deliveries, creating displays & labelling items.

To have a can do, infectious positive attitude which resonates throughout the team.

Key performance indicators

- Excellent customer service
- Reduce waste
Store sales
- Keeping the shop fresh, abundant, clean & tidy
- Loyalty scheme sign ups and NPS score.
- Dress standards
- Compliance

The job involves

- Engaging with all our customers to create a welcoming, friendly environment.
- Helping our customers by giving helpful, friendly and knowledgeable suggestions and advice.
- Process till point transactions efficiently, perform refunds and resolving customer queries.
- Contributing to the sales performance by promoting deals and offers and taking the opportunity to cross sell with each customer interaction
- Confidently promote our loyalty scheme Bee Better, Net Promoter Score and Surprise & Delight scheme to the benefit of our customers.
- Support & train new colleagues as they learn their role
- Maximising on-shelf availability for customers by supporting stock replenishment, gap checks, monthly & annual stocktakes
- Placing orders, receiving goods, invoices and recording wastage.
- Completing store routines in a timely manner, quality checking and ensuring cold chain is maintained and stock is rotated.
- Maintaining hygiene standards by completing cleaning rotas and cleaning as you go.
- Creating abundant, seasonal displays and maintaining throughout promotional period.
- Using EPOS to create price labels and print and display promotional material.

We expect all Team Members to be

- Be flexible in meeting the customers' needs i.e. to be cross-trained and cover all departments when necessary
- To be available over 7 days trading. To support the needs of the growing business.
- Keep up to date by reading team newsletter, instore communications boards and attending regular check-ins.
- Ensure your personal appearance meets the Better Food standards, including the wearing of a clean apron and name badge.
- Hold fellow team members accountable to maintain a common set of standards
- Understand the company purpose, vision and values and demonstrate within the working day
- Adhere to store compliance related to Health & Safety, Food Hygiene, Soil Association Standards and DEFRA.
- Complete allergen training, Level 2 Food hygiene training and Barista Coffee Training