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| **main objective …**To deliver excellent customer service in order maintain and improve the overall customer experience. To support the Store Manager and Supervisors with the general store-related tasks. To have a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership.**key performance indicators …** * Sales performance across the store.
* Mystery Shopping results – Providing outstanding customer service.
* Look and feel of displays, counters etc.
 | Customer Service AssistantTo support the STORE manager**The job involveS …** Maximising on-shelf availability for customers by delivering stock accuracy, identifying gaps and replenishing accordingly.* Replenishing products during food fill, top-up of ambient, chilled and frozen
* Maintains the integrity of store stock system, including the correct recording of date expired food

Helping our customers by giving helpful, friendly and knowledgeable suggestions and advice.* Demonstrating ‘notice me’ by acknowledging the customer and making them feel welcome, taking the initiative to talk and interact with them, sharing information about product offer
* Delivering great service for our customers
* Being flexible in meeting the customers’ needs ie 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, makes eye contact and smiles at customers including those in the queue
* Processing till point transactions efficiently and maintains till point standards
* Maintaining a general awareness of the competition, store product range and store navigations
* Understanding 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
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