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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 |