

## Store Assistant

Reporting to: Section Manager



### Key areas of responsibility:

- Assisting customers with purchases, advising on products and taking payment.
- Maintaining stock levels and displays to required standards.
- Efficient service of food and drink orders and taking payments.
- Cleaning and care of relevant equipment.
- Demonstrating exemplary standards of customer service and care.

### The role includes:

- Engaging with customers to help make their visit to the store successful and enjoyable.
- Stock control, rotation and management.
- Processing cash and card payments.
- Managing queues and meeting customer expectations, upselling and promoting to increase sales and reduce waste.
- Reporting discrepancies and problems to the Team Leader(s)/Manager(s).
- Serving from the fresh food counters as necessary, including weighing, labelling and wrapping goods.
- Serving food and drinks in the café, taking orders and clearing tables.
- Giving advice and guidance on product selection to customers. Keeping up to date with new products, special promotions, etc and understanding the store's values, in order to provide helpful and accurate advice.
- Helping to keep the store tidy and clean and ensure displays are eye-catching and full.
- Handling customer complaints in the first instance.
- Being aware of security within the store and vigilant for shoplifters and fraud.
- Following all agreed procedures to ensure we are operating safely and meeting our other legal obligations, including those relating to the sale of licensed goods.

### Skills and knowledge required for the job:

- A friendly and engaging personality, with good communication skills.
- The ability to work at a fast pace and cope effectively under pressure.
- Comfortable and confident engaging with members of the public.
- Willingness to learn, take instruction and work under own initiative, whilst understanding the importance of teamwork.
- Articulate, numerate and an eye for detail and accuracy.
- The ability to stand for most of the day and to lift and carry large amounts of stock.
- A keen interest in food and drink.
- Smart appearance.
- Previous food handling, retail or catering experience preferable.
- Food hygiene certification preferable.
- Barista training is an advantage.
- Knowledge of till operation and cash handling is an advantage.

### **What the right candidate can expect from the job:**

- The opportunity to work for a highly reputable, award-winning, dynamic Cornish brand and to be part of a pioneering, interesting business located in the heart of Cornwall.
- The opportunity to work among a strong, friendly and committed team and with our many talented suppliers and loyal customers.
- A permanent contract for regular, agreed hours.
- Fast-paced, varied and rewarding work in a supportive environment.
- The chance to contribute ideas within a nimble, fast-growing enterprise.
- The chance to hone and extend skills and responsibilities to progress a career.

### **Hours and benefits:**

- This can be a part-time or full time role, 3-5 days a week.
- The business is a 7 days a week operation and all positions involve weekend/Bank Holiday work.
- As a rule the hours are rota'd between 7.30am and 7.30pm Monday to Saturday; 9-4.30pm on Sundays. Hours are extended occasionally to cover special/seasonal events.
- Generous staff discount for all employees.
- Free on-site parking.
- Free uniform.

### **What to do next:**

If you think you have the right skills and qualities and would like to apply, please complete an application form, available from the store or downloadable [here](#).

Please return the completed form to: [jobs@greatcornishfood.co.uk](mailto:jobs@greatcornishfood.co.uk) along with an up to date CV of no more than two sides of A4.

N.B. Any application that does not meet this requirement will not be considered.