

Store Assistant

Reporting to: Retail Manager

Overview:

This is an ideal role for an exceptional individual looking to develop their retail and customer service skills with an award-winning, people-first employer.

Our Store Assistants play a vital part in helping to ensure we're operating at maximum efficiency whilst maintaining impeccable standards of customer service.

Our award-winning pioneering food hall and cafe located next to Waitrose in Truro, sells entirely local food and drink and makes a big impact on our local economy. We've developed a reputation for selling and serving a huge range of top quality Cornish produce while offering great service and great value. In 2022 we became employee-owned, meaning that the team gets a share in the profits and a say in what the business stands for and how it develops.

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/Manager.
- 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 theft 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 confident communication skills.
- The ability to work at a fast pace and cope effectively under pressure.

- Willingness to learn, take instruction and work under own initiative, whilst understanding the importance of teamwork.
- 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.
- Excellent standards of personal presentation; literate, numerate and articulate.
- Food handling and/or retail experience preferable.
- Food hygiene certification preferable.
- Knowledge of touch screen 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, dynamic Cornish brand.
- 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 is a full time role of 36.5-40 hours a week.
- The business is a 7 days a week operation and all positions involve weekend/Bank Holiday work on a rota basis.
- As a rule the hours are rota'd between 7.30am and 6.30pm Monday to Saturday; 8.30am-4.30pm on Sundays.
- Very generous staff discount.
- Profit share.
- Free on-site parking.
- Free uniform.
- Wage: £11.50 per hour for age 21 and over. PROFIT SHARE IS IN ADDITION TO THIS. Rates vary for younger age bands but are always in excess of National Minimum Wage.

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 along with an up to date CV of no more than two sides of A4.

