

JOB TITLE: SALES AND DELI ASSISTANT

STORE NAME: Worrels - kildangan

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JOB DESCRIPTION

OPERATIONAL & STORE PRESENTATION

- To accurately compute sales prices, total purchases and receive & process appropriate payment from the customers in line with cash register and/or cash handling policy
- Assist customers in bagging purchases
- Maintain knowledge of current in store sales and promotions
- Answer customer queries with regard to the store and its merchandise
- To deal with customer complaints in a professional and pleasant way and refer to the Store Manager where appropriate
- Open and close cash registers performing tasks such as counting money, balancing cash drawers and making deposits in line with cash handling policy
- Clean shelves & counters and sweep floors internally and externally ensuring store is tidy and free from clutter at all times
- Clean all areas of the store (including staff facilities) as directed by Assistant Store Manager/Store Manager
- Maintain a clean and well organised back store area
- To receive and check stock in line with company guidelines
- Ensure stock is packed in line with company merchandising guidelines
- Update shelf edged labels as instructed by the Assistant Store Manager
- To rotate stock appropriately minimising waste
- To be vigilant at all times to prevent stock loss and waste
- To conduct stock takes as instructed by Assistant Store Manager/Store Manager
- To take care for your health & safety and that of your colleagues and customers and take action to reduce risks and hazards

CUSTOMER CARE

- To serve customers in a friendly and efficient manner providing an exceptional standard of customer care
- To communicate with the customers in an effective and welcoming manner
- Ensure products are served to customers in line with Food Hygiene Requirements
- Maintain knowledge of current in deli sales and promotions
- Assist customers with queries regarding deli products

FOOD SERVICE

- Check temperatures in the deli area ensuring they are compliant with HACCP regulations
 - Maintain HACCP records in line with store policies
 - Monitor Critical Control Points and ensure food is not open to contamination
 - Comply with relevant controls around all foods including Fresh and Red Meats
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PERSON SPECIFICATION

- Excellent interpersonal and communication skills
- Excellent communication skills
- Numerical abilities
- The ability to work as part of a team
- The ability to use initiative
- Sound judgement with the ability to make decisions
- Self-motivated
- Good attention to detail