

Job Description

Job Title: Shop Manager
Hours: 40 hours per week
Reports to: Retail Controller
Reporting staff: All shop staff

Job Summary: Responsible for driving sales, managing the team and delivering excellent customer service. As well as managing the shop and its systems you will also be a hands on member of the team, serving customers and replenishing stocks to ensure the best possible sales environment for our customers.

Responsibilities

1. Customer Service

- To provide first class customer service to every customer, every time, and to ensure all your team are doing the same.
- To treat every customer with courtesy and respect and ensure they take priority over whatever else you are doing.

2. Product Knowledge

- To maintain a high level of product knowledge including where and how the products are made and to ensure all your team are equally competent.
- To be familiar with all products in the shop, competent in menu planning and advising customers on their specific requirements.

3. Training

- To train all your team using the current training package including customer service and product knowledge.
- To maintain and update all training records.
- To train your team in relevant areas of Health & Safety, Fire procedures, and food hygiene.
- To train your team in all relevant areas of daily shop procedures.

4. Administration Systems

- To maintain all administration systems, to follow up credits and track price changes.
- To carry out a stocktake each period and ensure the stock take is accurate and completed to time.
- To place orders on time and maintain optimum stock levels and consider seasonal changes.
- To ensure any reporting to the accounts function is on time.
- To have an understanding of the P&L report each period and to maintain a reporting system for any variances.

5. Staffing

- To maintain staff records in staff discipline, sickness and holidays.
- To hold daily team briefings.
- To recruit and train staff where needed and to maintain staff rotas and adequately cover for absence.
- To carry out appraisals and ongoing development of the team.

6. Budgets

- To be aware of shop budgets and strive to meet or beat them

7. In Store Marketing

- Hosting tasting events and local groups, both on and off site.
- Managing the process of selling and communicating to customers new products, improved products and tasters.
- Maintaining the launch pad and "A" board information.
- Responsible for the new product promotions within the shop
- Maintaining the Shop Windows and displays
- To consider and suggest new ideas for increasing sales

8. Shop Display

- To maintain point of sale, good level of fill and excellent shop standards.
- To defrost all freezers regularly to stock rotate.

9. Shop Security

- To ensure opening and closing procedures are followed and that all money is accounted for.
- To ensure any money left in the shops is safe and secure and ensure the shop is secure before leaving.

10. People

- To treat your team and everyone at COOK, and who you deal with at work, with respect and courtesy at all times.
- To keep your team motivated and as happy as possible, and to look after their wellbeing.
- To raise any concerns about individuals (in terms of happiness or wellbeing) to your Retail Controller, if you feel you need advice to help them.
- To thank your staff regularly when they have done a good job, and to try and help ensure working for COOK is as fun and rewarding for your staff as possible.
- To manage under performance issues in line with the HR guidelines and in consultation with HR and Retail Controller.

11. Health & Safety

- To follow the Health & Safety Policy and to report anything which may affect staff or customers wellbeing to Head Office immediately.
- To make sure any customers on the premises are safe and not exposed to any unnecessary danger. Any accidents must be documented and followed up in conjunction with Head Office.
- To take action to resolve, or isolate if resolution is not possible, any health and safety risk that may occur.

12. Other

- To carry out any other reasonable task requested of you by the management of COOK Trading Limited.

Key Skills/Knowledge/Experience

- Previous managerial experience
- Prior retail experience that requires a high level of customer service is essential
- Excellent interpersonal and communication skills required with the ability to build relationships with customers and members of the shop team
- Organisation and prioritisation skills
- Team management experience with the ability to recruit, train, support and supervise staff to get the best from them
- Ability to work within budgets, manage financial statements and understand profitability
- Ability to manage the stock and ordering for the shop to ensure optimum stock levels
- Basic IT Skills

COOK

APPLICATION FORM

(Please use a further sheet if more space is needed when completing any of the sections)

POSITION APPLIED FOR:

Days Available Mon Tues Wed Thur Fri Sat Sun
(please tick all that are applicable)

NAME:**ADDRESS:**

Home Telephone Number:

Mobile Number:

e-mail address:

QUALIFICATIONS/EDUCATION/TRAINING:**PRESENT EMPLOYMENT:**

(please use separate sheet if necessary)

POSITION:

MAIN DUTIES:

DURATION AND DATES OF EMPLOYMENT:

HOW MUCH NOTICE DO YOU NEED TO GIVE?

PREVIOUS EMPLOYMENT DETAILS (past 5 yrs):
(please continue on separate sheet if necessary)

Dates of employment	Company name and address	Duties

Give details of previous customer service experience with an example of when you have provided an exceptional level of customer service

Give details of when you have had to work in a team and an example of when you have demonstrated your interpersonal skills

Give an example of when you have had to work on your own initiative

Give details of when you have had to deal with numeric information at work

Equal Opportunities Monitoring

Name

Ethnic background

White <input type="checkbox"/> British		<input type="checkbox"/> Irish	<input type="checkbox"/> Any other white background*
Mixed <input type="checkbox"/> White and Black Carribean		<input type="checkbox"/> White and Black African	<input type="checkbox"/> White and Asian
Black or Black British <input type="checkbox"/> Caribbean		<input type="checkbox"/> African	<input type="checkbox"/> Any other mixed background*
Asian or Asian British <input type="checkbox"/> Indian		<input type="checkbox"/> Pakistani	<input type="checkbox"/> Bangladeshi
Chinese or Other Ethnic Group			<input type="checkbox"/> Any other black background*
<input type="checkbox"/> Chinese	<input type="checkbox"/> Other Ethnic Group*		<input type="checkbox"/> Any other Asian background*
* Please specify			

Gender Please Specify:

Date of Birth:

Do you consider yourself to have a disability:

yes

no

If yes, please state nature of disability:
