

## **Job Description**

Job Title: Retail Assistant  
Reports to: Shop Manager  
Reporting staff: None

## **Responsibilities**

### **1. Customer Service**

- To provide a first class level of customer service to every customer, every time.
- To treat every customer with courtesy and respect and ensure they take priority over whatever else you are doing.
- To provide as much help as possible to ensure they have a good experience shopping at COOK.
- To prepare and offer tasters to customers following strict food hygiene procedures.

### **2. Product Knowledge**

- To maintain a high level of product knowledge including where and how the products are made.
- To be familiar with all products in the shop and to understand what can be served with what, and for what occasion.
- Using knowledge of products advise and assist customers in planning menus for special occasions
- To keep up to date with menu changes and pass all product knowledge on to the customer to help them get the best benefit from COOK. (see separate product guide)
- Prepare and offer samples to all customers which involves cutting up cold tasters and microwaving hot tasters and using bain marie

### **3. Shop Procedures & Functions**

- To be proactive in ensuring that the shop always looks clean and hygienic and to ensure stock replenishment and rotation which will involve manual handling boxes of stock.
- To operate the till efficiently and to have a basic understanding of shop paperwork and its purpose.
- Using instore computer to record till data
- Opening up the shop and cashing up and closing down at the end of the day.
- Checking in deliveries and placing orders.
- Ensuring paperwork is completed and accurate.
- To assist with the Stock Taking after shop closure if working on the Saturday.

### **4. Health & Safety**

- To follow the Health & Safety Policy and to report anything which may affect staff or customers wellbeing to the shop manager immediately.

### **5. People**

- To maintain really good working relationships with all your colleagues – and to treat everyone at COOK with courtesy and respect at all times.

### **6. Other**

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

## **Key Skills/Knowledge/Experience**

- Demonstrate good previous customer service experience preferably gained in retail
- Demonstrate good interpersonal skills and ability to create a friendly shopping environment
- Ability to work on own initiative
- Work in an organised and productive manner
- Need attention to detail, good numeracy skills, basic IT knowledge and previous experience of completing paperwork
- An interest and prior knowledge of food and entertaining (though not necessarily gained at work, if you cook at home for yourself and friends we'd like to know about it).
- Excellent interpersonal skills with the ability to work within a small team
- Ability to undertake the required manual handling of stock replenishment