



Job Title: Middle Farm Shop – Retail Assistant - Full time

5 days a week – Tuesdays, Wednesdays, Thursdays, Fridays and Saturdays

Hours: 8.30am to 5.00pm

Responsible to: Farm Shop Supervisor

Main purpose of job

To provide a warm welcome to all visitors, and the highest possible levels of customer service and stock presentation in order to promote the best of local seasonal food and drink

Key responsibilities and requirements

- To conscientiously and consistently maintain the quality of produce, and the presentation of that produce, to the customers to the highest possible standard
- To provide accurate and appropriate information and advice to customers
- To be courteous to members of the public and fellow team members at all times
- To begin work promptly at the required time and to be appropriately dressed at all times
- To fully comply with Health and Safety and Food Hygiene legislation at all times
- To minimise business costs wherever possible and be, at all times, environmentally responsible with regard to waste and resources
- To be constantly aware of the possibility of shoplifting and, with the aid of a Supervisor, to address instances of shoplifting appropriately
- To gain the best possible level of knowledge of Middle Farm's own produce, local produce and all other stock held by the Farm Shop, as well as stock and services offered by other departments
- To communicate clearly with producers, suppliers, customers and other team members, and to always use your time efficiently and effectively

Tasks

- Welcoming customers with a smile.
- Maintaining stock levels at all times with accurate stock checks and orders – as required.
- Checking orders in, carefully pricing in-coming stock, (from invoice where necessary), rotating stock by date and promptly re-stocking shelves/displays as needed throughout the day.
- Maintaining clean, tidy and safe environment at all times for customers and fellow team members.
- Accurately entering sales on correct buttons on tills.
- Other tasks as required