

Job Title: Gift Shop Seasonal Sales Assistant **Responsible to:** Gift Shop Supervisor
Days and hours of work: Part Time – 5 Days – Mondays to Fridays 10:00am to 4:00pm
July and August only.

Main purpose of job

To provide a warm welcome and the highest possible levels of customer service for visitors to the Gift Shop and Open Farm and to those making telephone enquiries.

Key responsibilities and requirements

- To conscientiously maintain the attractive presentation of the Gift Shop at all times
- 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 knowledge of Middle Farm, and all of its activities, including Gift Shop stock, Middle Farm's own produce, and the 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

- Always welcoming customers with a smile.
- Answering telephone promptly, efficiently and politely at all times
- 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