

Job Title: Customer Service Assistant Ice Cream Kiosk

Reports to: Retail Supervisor

Responsible to: Visitor Manager, Duty Manager

Purpose of Post:

- To provide a positive and friendly welcome to visitors to Bolton Abbey.
- To engage with visitors and assist with the purchase of stock items and complete the transaction, efficiently and quickly and in a friendly manner.
- To ensure a high level of presentation and cleanliness within the shop
- To monitor stock levels and re-order in accordance with procedures set out.
- To provide advice and information about what visitors can see and enjoy on the Bolton Abbey Estate.
- To actively promote all Estate events, offers and the sale of tickets.
- To maintain constant vigilance and awareness in order to provide safety and security to the Estate, the people who live and work on it and those visiting it.
- Other reasonable duties as required to suit the needs of the business.

Stock Control and Presentation

- Ensure the excellent presentation of stock
- Ensure all stock on display is clean, tidied, priced and full
- Check sell-by dates of perishable stock on a daily basis
- Due diligence checks are carried out according to the HACCP plan
- Ensure that hot products are cooked correctly and that temperature testing is carried out and recorded
- All due diligence paper work is recorded accurately and timely

Customer Service

- Serve customers in a friendly and efficient manner
- Resolve customer enquiries efficiently and politely
- Operate tills efficiently and be able to process all forms of payment
- Be able to answer general visitor queries
- Open and close tills (cash up) accurately

Flexible Staff Cover

- Be prepared to work in any of the outlets as required by the Retail Supervisor
- Assist in other areas of the department as required

Cleaning Duty

- Carry out scheduled/daily cleaning duties

Health & Safety

- Adhere to the Chatsworth Health & Safety guidelines

This is a description of your duties and responsibilities at the present time, however, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

Personal skills and abilities:

- Friendly and personable
- Hardworking and committed
- Able to offer excellent customer service
- Able to work well as part of a team
- Numerate and willing to learn
- Enthusiastic approach with good communication skills and the willingness to help people where possible in a polite manner.
- Driving license (desirable but not essential).
- Able to work well under pressure
- Flexible approach to working; willingness to stay and help during busier times / periodic evening work.
- To be an effective member of a team but also to work on own initiative.

Agreed by..... Date.....

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Visitor Manager