

JOB DESCRIPTION

Post: Deli Assistant

Summary of post: To serve our customers with excellent, personable and prompt service.

Duties and Responsibilities:

1. To provide excellent service to our customers, engaging with them throughout their Macknade experience
2. Undertaking a variety of duties such as accurately preparing and serving Deli counter products, Till operation, counter preparation and cleaning duties within the business
3. To accurately process customer transactions at the point of sale.
4. To maintain the counter presentation to a high standard including stock replenishment and rotation
5. To actively participate in stock take and staff meeting
6. To participate in staff meetings and undertake training based on individual and operational needs.
7. To comply with legislative requirements, company policies and guidelines in respect to health & safety and data protection.
8. To ensure the Macknade vision, ethos and values are at the heart of the customer experience at every touchpoint
9. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct

10. To undertake any other duties as reasonably requested.

PERSON SPECIFICATION

Post: Deli Assistant

Skills and ability
Genuine interest in high quality food and drink
Experience of working in a customer facing food related environment
Friendly and engaging personality
High quality communication skills
Ability to work accurately under pressure in a fast-paced environment
Ability to deliver outstanding customer service