**Vacancy: Customer Service Assistant**

We have a vacancy in our small, friendly team. If you’re passionate about food and drink, and prepared to work hard to give our customers a great shopping experience, then we want to hear from you.

If you read the information below and decide it could be for you, then fill in the application form and drop it into the shop, post it to Independent Food & Drink, 34 Main Street, Seahouses, Northumberland, NE58 7RQ, or e-mail it to info@indiefood.co.uk.

If you have any questions about this vacancy, feel free to contact us.

**Job Description**

**Customer Service Assistant**

* Serve customers in a friendly, efficient and accurate manner. This includes operating tills, packing bags and advising on products
* Deal with any ad hoc requests and forward orders using the system put in place by management
* Keep all product displays looking well stocked and in good order
* Ensure all signage is accurate and appropriately displayed
* Keep all front-of-house areas clean and tidy
* Assist with deliveries - this includes unloading vans and filling shelves, some **heavy lifting involved**
* Present a professional and friendly image of the business at all times
* Handle any complaints/disputes that might arise in a professional manner, according to shop policy
* Carry out any other reasonable requests from management

Full training in the above will be given.

**Person Specification**

|  |  |
| --- | --- |
| **Essential** Over 18 Physically able to carry loads of up to 25kg  Numerate and literate Polite, friendly and enthusiastic Punctual, reliable and hard-working Able to take in and retain new information quickly and accurately Able to work weekends | **Desirable** Full driving license Interest in, and knowledge of, food and drink, cooking and baking Experience working in a retail or catering environment Experience of managing staff Computer literate |

**Terms of Employment**

This is a seasonal position for 2 days a week until September. More hours will be available during school holidays. You must be available to work over weekends.

Pay: £8.00/hour.

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**Application Form for Customer Service Assistant Vacancy**

**Personal Details**

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
| Contact number: |  |
| E-mail address: |  |

**Education and Training** –please give details of any qualifications gained and when they were gained

|  |
| --- |
|  |

**Details of last two employers (most recent first)**

|  |  |
| --- | --- |
| Name and address of company: |  |
| Position Held: |  |
| Dates worked: |  |
| Main duties and responsibilities: |  |

|  |  |
| --- | --- |
| Name and address of company: |  |
| Position Held: |  |
| Dates worked: |  |
| Main duties and responsibilities: |  |

**References**

Please give the names and addresses of two persons as referees who we can approach for references. No approach will be made to your present or previous employers before an offer of employment is made.

Referee 1

|  |
| --- |
| Name: |
| Address:  Tel: email: |

Referee 2

|  |
| --- |
| Name: |
| Address:  Tel: email: |

**Personal statement (continue on separate sheet if necessary)**

Please include:

* why you want this job
* why you think you are the most suitable person for the job
* any other information you think we might need to know, or that might help your application