



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

DEPARTMENT:	Half Tree Hollow Supermarket
POST:	Grocery Sales Assistant
RESPONSIBLE TO:	Grocery Manager (Country Outlets)
JOB PURPOSE:	To provide a high standard of customer service and to assist with the day-to-day running of the shop.

JOB OUTLINE:

General:

- To ensure that food/hygiene practices are of a high standard and adhered to at all times.
- To ensure that hands/hair are covered in the deli areas.
- To display bread and other Bakery products.
- To pre-pack fruit and vegetables & other dry goods.
- To collect and unload stores from local outlets when required.
- To price stores and stack shelves when necessary.
- To assist at any other service points when necessary.
- To assist with stock checks when required.

Cold Counter:

- To prepare cold meats and cheese.
- To ensure that the Cold area and equipment is properly cleaned at closing time, and that all machinery has been switched off.

Cashier:

- To serve customers effectively and efficiently using the EPOS, including payments by local debit cards.
- To adhere to cash handling & security procedures, as stated in the Cash Control Policy.

Chillers & Freezers:

- To pre-pack frozen goods.
- To stock chillers and freezers, and to ensure that they are kept tidy at all times.
- To answer any customer queries.
- To monitor temperatures and report faults.

- Any other related duties as necessary or required by Management.

PERSON SPECIFICATION

- A passion for excellent customer service delivery and ability to engage effectively with all customers
- Possess excellent interpersonal skills and ability to work effectively in a team environment
- Customer focused with excellent communication skills

- The capability to multi-task in a fast-paced environment and undertake manual handling and physically demanding duties
- Positive work ethic