

Sales Assistant

Area: Shop/ Fresh food or fast-food Assistant.

Summary of Role:

- Serve customers politely and efficiently
- Keep the shop area clean and safe, ensuring shop, forecourt and equipment are clean & tidy.
- To Work off your own Initiative
- Ensure you are well presented and always wear your name Badge

Job Responsibilities:

- Assist store management with the day to day running of the store
- To provide excellent customer service standards
- To assist in driving sales forward and achieving sales targets Specific
- To be aware of all legislation in relation to the store, in particular Sales to minors, RRAI Code and IMB
- To assist in stocktaking procedures
- To ensure merchandising and presentation of Department is of the highest standard at all times
- To ensure all stock is rotated at all times
- To operate the till in line with company till operation and cash handling procedures in accordance with the Applegreen operations System Manual
- To sell and demonstrate product knowledge by advising the customer/answering queries and suggesting products as part of the customer transaction.
- Act on your own initiative and upsell to optimize sales to customers.
- Maintain stock levels/availability by replenishing displays/fridges within company guidelines and planograms.
- To give any details of Customer complaints to the relevant Manager on duty
- Understand the company QSS audit and what it means
- To maintain Customer areas to company standards
- To attend work at designated shifts (time and attendance) recording all start, finish and break times as instructed
- To be fully trained as a competent person in relation to fuel deliveries
- To ensure the Shop HACCP systems and daily check list is completed each day.
- To have good basic working knowledge of the coffee machine and carwash on site.
- To ensure all Wet floor signs are placed when necessary
- Ask All Customers if they would like to scan their rewards card
- To be aware of signs that may cause drive offs to occur and be extra vigilant when opening pumps
- To complete and adhere to all training provided in particular manual handling, HACCP and company Procedures.
- To engage with any Charity events that may occur on site
- And any other duties as directed by the site Manager