

Job Purpose: To provide consistently knowledgeable, professional and efficient customer service for all visitors to The Cider Press Centre

Some of the main things you'll be doing:

- Welcome customers in a friendly manner and provide excellent customer care to maximise sales.
- Act as an ambassador for Dartington, be aware of Dartington's activities and be able to discuss them competently with our customers.
- Actively promote all offers and promotions to customers.
- Be aware of sales targets and aim to meet them.
- Ensure that product displays remain tidy and inviting to encourage sales.
- Ensure the accurate use of the Electronic Point of Sale system.
- Manage cash and payment systems in line with company policies and procedures.
- Take an active interest in the retail industry and your main department of work.
- Work across all CPC shops, depending on the needs of the business. These include a barista coffee outlet. (full training will be provided)
- This list can never be exhaustive but covers most of the work that you will be doing. What it can't replace is talent, initiative and a commitment to great customer service

Role details:

Department: The Cider Press Centre
Reporting To: The Head of Retail

What you will bring:

- Excellent customer service towards all internal and external customers.
- A positive can do attitude and a willingness and desire to ensure all who come into contact with Dartington have the best possible experience.
- An active interest in the retail industry.
- A good understanding of and work towards the purpose, values and strategy of Dartington.
- Creative problem solving skills, a positive can do attitude and a willingness and desire to ensure all who come into contact with Dartington have the best possible experience.
- A desire and commitment to be part of a hard-working team in line with the ethics and values of The Dartington Hall Trust, acting in the best interests of Dartington at all times.

