

## Shop Floor Assistant

Macknade, Faversham

### The Role

This is an exciting opportunity to join leading independent food & drink brand, Macknade. Best known for its food hall in Faversham, Macknade has been at the heart of the food & drink scene in the UK for over 170 years, creating spaces where people & communities can come together over a shared love of food & drink.

This role is suitable for someone with a love and knowledge of fresh produce, with an eye for detail to ensure we provide high quality products alongside high quality service. The successful candidate will be looking to learn new skills and develop themselves further. Previous greengrocery experience is an advantage but not essential.

The principle responsibility of the postholder will be to provide excellent customer service throughout the Macknade experience, sharing specialist knowledge and ensuring produce is maintained at the highest standard. There will also be a requirement to help in other areas across the Macknade Group as necessary.

### **Roles and Responsibilities**

- Develop and improve customer service, ensuring that customers receive our full attention and that nothing is too much trouble
- Maintain shelf presentation to a high standard including stock replenishment and rotation and quality control.
- Engage customers in conversation throughout their Macknade experience.
- Take a genuine interest in the products we serve and sell within the store, learning every day and sharing this knowledge with team members & customers
- Actively participate in our monthly & quarterly stock takes and inventory control.
- Accurately process customer purchases at point of sale
- Contribute in all team meetings and training courses
- Maintain high energy levels and carry out all duties productively

# MACKNADE

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- Ensure all Health and Safety guidelines are followed and that all the appropriate PPE clothing and equipment is provided, worn and used when required
- Any other duties and tasks as required

Hours of work will vary with the job depending on where the emphasis of the role is on each day.

Holiday is pro rata with a full-time rate of 28 days.