



## **JOB DESCRIPTION**

**Job Title: Retail Sales Assistant**

**Department: Great Wine Co**

**Location: Great Wine Co, Bath**

### **Overview of role**

The key element of this role is to provide a high level of customer service to people buying from and visiting The Great Wine Co. (GWC) shop. To ensure customers receive the right wine and spirits advice, accurate and enthusiastic service, and a positive experience of shopping with GWC. Wider responsibilities include restocking the shop shelves, supporting the team on daily shop tasks and helping with goods in and out. This position reports to the Shop Manager.

### **Duties & responsibilities**

- Assist with shop sales e.g. serving customers, customer events, merchandising promotions.
- Assist with shop housekeeping, shop stock requests, order processing, tasting counter management, point of sale material fulfilment, shelf-filling.
- Adhere to and implement the shop discount structure.
- Ensure orders are processed in Navision properly and in line with company policy.
- Help customers to their cars with cases and pick and pack orders to the required standard.

### **General Responsibilities**

- Ensure all GWC customers receive excellent customer service, on email, telephone, shop floor and when relevant at events.
- As with all GWC employees, help to maintain stock integrity and the minimisation of theft/shrinkage by adherence to company processes in the shop and warehouse.
- Be available to work for a full shift when rostered, within the trading hours published by the company. These are currently Tuesday to Friday 10.00am to 6.30pm, and Saturday 9.00am to 5.30pm.
- Ensure all payments taken for orders are banked in accordance with Enotria policy.
- Ensure that all legal requirements relating to alcohol sales and purchase are adhered to at all times.



- Promote the responsible sale and consumption of alcohol.
- Follow the health and safety policy of Enotria.

## Person Specification

	<i>Essential</i>	<i>Desirable</i>
Qualifications/ Training	<ul style="list-style-type: none"><li>• Good basic education, GCSE in Maths and English</li><li>• Passion for wine with a desire to continuously learn more</li><li>• WSET level 1 or 2 wine qualification preferred</li></ul>	<ul style="list-style-type: none"><li>• WSET Level 3 or 4 qualification or equivalent</li><li>• Experience in hospitality/wine industry</li></ul>
Knowledge/ Experience	<ul style="list-style-type: none"><li>• Customer service / retail experience</li></ul>	<ul style="list-style-type: none"><li>• Wine retail experience</li></ul>
Skills/ Abilities	<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills</li><li>• Able to develop customer relationships - meets, greets and quickly establishes rapport</li><li>• Ability to interact positively with a wide range of customers, and colleagues throughout the business</li><li>• Ability to cope with pressure and changing priorities, and work flexibly as part of a team</li><li>• Great initiative and a pro-active approach</li><li>• Efficient and achieves at pace</li><li>• Good level of IT skills</li></ul>	