



Customer Assistant – Garden Sundries

Job Title:	Customer Assistant
Department:	Garden Sundries
Responsible to:	Plants / Garden Sundries Manager

About Rosebourne

Rosebourne is setting a new benchmark by combining local produce and a table service restaurant with an exciting plant and gift offering. Rosebourne is distinct from virtually all competitors thanks to its focus on four key areas:

- Table service restaurant
- Fresh and locally sourced produce
- High quality plants
- Quality and unique gifts

Our restaurant is table service with a full menu with all food cooked fresh to order and the emphasis being on good quirky presentation using seasonal ingredients. Service is to table within 10 minutes of order and is attentive, friendly but informal in style. Our staff are the most memorable part of our guests' experience and inspire them to return and use us regularly rather than just for special occasions.

Our food hall is a full shopping experience including an in-store (concessioned) butchery with personal service counters as well as high quality value for money fresh self-selection. The food hall offers loose fruit and vegetables, ready to eat frozen meals, pastries, bakery, chilled dairy goods, alcohol, drinks, general grocery along with seasonal goods, sourced locally where ever possible.

We also stock a full range of high quality plants from bedding to shrubs and trees, and an impressive selection of pots and containers including terracotta, stone and glazed pots. In addition, there is a comprehensive range of composts, chemicals, tools and other garden sundries.

Our gift department has a selection of interesting and unusual gifts which constantly changes with the seasons so that our customers will always find something new and different.

The Role

The role of Customer Assistant is a varied role and is a fantastic opportunity for those who love interacting with customers and can advise and inspire with their passion and knowledge for gardening products. You will provide friendly and knowledgeable service to our customers, therefore great customer service skills are a must. Working as a team to maximise sales and service within the department, your duties will include:

- Stock replenishment / merchandising
- Assisting customers with purchases, and providing knowledgeable advice relating to gardening products and garden maintenance
- Working indoors and outdoors (all year round)
- Dealing with deliveries (unloading and checking off stock / heavy lifting)
- Delivering excellent standards of customer service at all times by listening, understanding and dealing with customer queries in a confident, professional, knowledgeable and friendly manner
- Maintaining good product knowledge
- Providing cover for colleagues in other areas of the horticulture / gardening department
- Adhering to safety requirements
- Ensuring baskets and trolleys are clean and returned to the right place
- Ensuring cleanliness of the department and general housekeeping e.g. sweeping and tidying
- Assisting customers on the telephone
- Passing customer feedback to management
- Escalating customer complaints to line manager / duty manager where needed
- Attending staff meetings and relevant training courses
- Other duties within the department and wider store as required

Person Specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job.

	Essential	Desirable
Strong knowledge (or keen interest) in gardening and plant care, ideally gained in a retail environment	<input type="checkbox"/>	
Outstanding customer service skills	<input type="checkbox"/>	
Happy to work indoors and outdoors (all year round)	<input type="checkbox"/>	
Committed to providing excellent customer service	<input type="checkbox"/>	
Good attention to detail	<input type="checkbox"/>	
Good communication skills	<input type="checkbox"/>	
Enthusiastic, approachable, polite and helpful manner	<input type="checkbox"/>	
Ability to remain calm and friendly when under pressure	<input type="checkbox"/>	
Ability to work with minimal supervision, and as part of a supportive team	<input type="checkbox"/>	
A good team player with a willingness to contribute fully and flexibly as part of the overall store team	<input type="checkbox"/>	
Reliable and trustworthy	<input type="checkbox"/>	
Good level of personal presentation	<input type="checkbox"/>	
Qualification in horticulture / gardening		<input type="checkbox"/>

Our Philosophy

The Rosebourne Philosophy is based on a fundamental determination to be successful and the belief that achieving this brings satisfaction to all involved in the Company.

Success will encompass generating sufficient profits to ensure the on-going development of the company, to reward the team and to give a good return to shareholders for their continued investment. Profitability will be monitored and controlled with feedback to the teams to encourage understanding and commitment.

Rosebourne will be recognised by consumers as the leading value driven company in table service restaurants, and food, gift and garden retailing markets offering quality, ideas, and high standards. Our staff will be in tune with customers and react to their needs by providing a professional service.

Attention to detail in terms of the appearance of our staff, friendliness of their approach, their enthusiasm and willingness to oblige, professionalism and the honesty and quality of their advice are key ingredients to success.

The Rosebourne Philosophy believes in the formation of a team, offering respect to each of the individuals, opportunities for them to grow their skills and abilities, letting them stand out, treating people as adults, whilst acknowledging the need for an underlying sense of humour and fun.

Rosebourne seeks to provide the facilities, environment, and training necessary to enable local management of profits, responsibility and business control. Throughout we will foster an atmosphere of enthusiasm, commitment, integrity, and friendship.

What we offer

- Competitive rates of pay
- Generous staff discount
- Uniform provided
- Free parking
- Friendly and supportive management team
- The opportunity to be part of an exciting new venture with career progression and training opportunities
- Regular rota patterns

Store Opening Hours / Rota Schedule

The store will be open every day apart from Christmas Day and Easter Sunday and to ensure we can deliver a consistently high quality shopping and eating experience for our customers seven days per week, employees will be required to work regular weekend days as part of their rota pattern.

Regular rota patterns will be offered at the point of offer so that everyone can plan their time off, although some flexibility will be required depending on business needs (any changes to your rota will be discussed with you in advance).

Rosebourne will operate very much as an overall team, therefore all employees may be required to assist in other areas of the store (e.g. tills and restaurant) as and when needed.