

EDEN ROLE PROFILE

TITLE: Retail Work Experience Student

Updated: September 2011

REPORTING TO: Retail Supervisor

ROLE OVERVIEW: To assist in all areas of the Retail operations at Eden, delivering excellent levels of customer service. To work as a part of the strong Retail Team to help in the day to day running of the fantastic Eden shop. Stock control, serving and helping customers and responding to enquiries. Liaison with suppliers and learning about the origins of retail items.

EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Respect for customer service at all times
- The ability to follow instructions and ask questions if unsure
- An enthusiastic outlook to the role
- An interest in retail and merchandising

KEY SKILLS THAT WILL HELP YOU:

- Communication skills
- High level of customer service awareness
- Basic IT, numerical and literacy skills

QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Good time keeping
- Respectful approach to both colleagues and visitors
- Friendly, polite and enthusiastic outlook
- An interest in the aims and objectives of the Eden Project