

EDEN ROLE PROFILE

TITLE: Retail Work Placement Students

Updated: May 2012

REPORTING TO: Retail Supervisor

ROLE OVERVIEW: Working as a member of the Retail Team you will assist with the day to day operation of the Retail Shop & Plant Sales outlets. Your duties will include assisting with stock control, helping customers and responding to enquiries. You will contribute to maintaining our excellent levels of customer service. You will learn about the origins of the retail products, promotion & merchandising.

EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Ability to engage with customers & colleagues
- The ability to listen to & follow instructions
- An enthusiastic outlook to the role
- An interest in retail and merchandising

KEY SKILLS THAT WILL HELP YOU:

- Communication skills
- Customer service awareness
- Basic IT, numerical and literacy skills

QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Excellent timekeeping
- Respectful approach to both colleagues and visitors
- Friendly, polite and enthusiastic outlook
- An interest in the aims and objectives of the Eden Project (an awareness of plants & environmental issues)