



JOB DESCRIPTION

JOB TITLE: Sales Assistant
DEPARTMENT: Retail
REPORTS TO: Assistant Manager / Manager

NATURE AND SCOPE OF JOB

- To deliver an efficient, cheerful and courteous service to all visitors at all times and to provide customers with an excellent level of service in our retail outlets.
- To have a good knowledge of Longleat, to ensure courtesy and attention is given to all customers with any reasonable assistance that may be requested.

RESPONSIBILITIES

Main Duties:

- Carry out all such other duties as may be reasonably requested by your Supervisor.
- To be responsible for the security and accounting of all moneys handled in the course of employment. All staff will be cashier trained.
- To enhance revenue through up-selling and cross-selling, assisting customers with product selection.
- To be responsible for the cleanliness and neatness of your work area, stocking and replenishing when necessary.
- To record customer services issues in a timely and accurate way.
- Pro-actively handling visitor queries and complaints.
- To assist in the maintenance of a comfortable and courteous ambience for the visitors.
- Report for duty at the times specified and ensure that a high standard of personal presentation and appearance is maintained at all times.
- Protect confidential information about Longleat and its security systems.
- Observe all Health & Safety at Work Regulations as set out by the Company in accordance with its statutory obligations.

Training and Development:

- In-house on-the-job training will be provided for all new staff. Training is an on-going process, and will serve to support the team’s efforts to provide excellent service.
- To uphold the name and reputation of Longleat Safari & Adventure Park at all times.

General:

- As this is a seasonal role, flexibility of working hours, and weekend and Bank Holiday working will be part of the requirements of this role.
- Personal presentation and cleanliness, with an outgoing, friendly and positive disposition are paramount.
- You will be required to wear a uniform during working hours, as may be determined from time to time.
- You will need your own transport

Qualifications and experience required:

- Enthusiasm and energy.
- Strong communication skills with a keen, positive and friendly nature.
- Reasonable grades in GCSE or equivalent - English and Mathematics (A-C).
- Ability to work under pressure, and to bring a good measure of energy to the job.
- Experience in Customer Services or in interfacing with customers is an advantage.
- Experience of using and reconciling tills.
- The ability to work as part of a team.

SIGNED

Line Manager _____ Date _____

Jobholder _____ Date _____

LONGLEAT SAFARI AND ADVENTURE PARK
REMUNERATION PACKAGE SUMMARY

JOB TITLE Sales Assistant

DEPARTMENT Retail

SALARY: National Minimum Wage

PAY FREQUENCY: Monthly (28th)

HOURS OF WORK: Bank Holiday and Weekend working required, full time through to the end of the season. Part time and Casual work available.

NOTICE ENTITLEMENT: 1 week (1 month probationary period)

BENEFITS:

HOLIDAYS: Pro rata depending on hours worked.

LIFE ASSURANCE: 4 times salary

SICK PAY: 6 to 12 months service – 1 week full pay

STAFF DISCOUNT: Discount off retail merchandise, food and beverage.
Complimentary tickets to Longleat and Cheddar Gorge
Discount on stays at Center Parcs Longleat.
Discount on Spa and F & B at Longleat Hotels

CAR PARKING Free