



Job title: Customer Service Assistant (Reception/Meet & Greet/Retail)

About us:

Caversham Lakes founded in 2020, is a lake in the heart of the Thames Valley. We offer a wide range of activities from open water swimming, SUP boarding, kayaking, canoeing & aqua park. We also have over 40 acres of parkland for camping and glamping with a private island available for weddings, parties and celebrations.

Caversham Lakes is a fun and safe destination for families & friends and we rely on our teams to provide a fantastic and memorable experience for all our guests.

Main purpose of job:

To play a very influential role in our success. When any guests arrive you immediately set the tone for their experience going forward as you are there first impression.

Your role has high expectations as you are expected to be bright and breezy for our guests but on the other hand you are required to be assertive and knowledgeable being aware of any issues that may arise.

Your appearance and representation of our business is highly important. You are the first and last impression of the complex. You control the flow, set the mood, and create a lasting experience in the minds of our guests.

While working in the retail store you are to be able to help customers identify and purchase products they desire. Retail Customer Service Assistant duties include selling, restocking and merchandising. The goal is to provide high class customer service and be knowledgeable in the products available to customers while ensuring a pleasant experience is had.

Department: Reception/Customer Service

Main duties



- Welcome all and create a remarkable first and last impression
- Be knowledgeable of the site to answer visitors' questions
- The front entrance and retail shop should be manned at all times. If you must walk away make sure someone is there to greet incoming guests and assist/serve guests in the store
- Providing an outstanding retail experience, ensuring service, quality and consistency
- Ensure a robust knowledge of all products is provided, identifying all secondary spend opportunities and retail experience improvements
- Keep up to date with product information
- Ascertain customers' needs and wants
- Recognise dissatisfaction and deal with complaints speedily and with empathy, resulting in customer satisfaction and improvement to the overall guest experience
- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Recommend and display items that match customer needs
- Manage point-of-sale processes
- Actively involved in the receiving of new shipments
- Accurately describe product features and benefits
- Look for any upset guests or guests that need attention. Talk to these guests and take the proper steps to ensure their requests are met
- Assist guests as they arrive and leave, asking if they had a good day and inviting them to come back again soon
- Have complete knowledge of any promotions on activities and any upcoming events.
- Master all general knowledge of the local area and such events
- Make sure the entrances and retail store are clean and tidy picking up any litter
- Be able to assist with the evacuation of the area of our team and guests
- Answer queries via email and telephone professionally and efficiently
- Make bookings on the system ensuring accuracy and attention to detail
- Follow all company policies and procedures
- Perform miscellaneous job-related duties as assigned (e.g. on occasion you may be required to help out in other areas of the complex)

Skills:

Essential

- Excellent customer service skills
- Great attention to detail
- Confident
- Personable and approachable

Desirable

- Computer literate
- Able to speak a second language
- Experience of working in similar environment
- Educated to GCSE level or equivalent

Contract Type: Fixed Term – Zero Hour