

THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Garden Centre Assistant
Responsible to: Garden Centre Manager

Job Purpose:

- To provide excellent customer service in line with company policy in order to achieve company targets.
 - To be proactive with our customers to increase sales.
 - To inspire, educate & equip our customers.
 - To contribute to the success of Millbrook as a whole.
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Key Accountabilities

1. People

- Confidently acknowledges all customers & delivers exceptional service
- Behaves in an approachable, helpful & smiley way
- Takes pride & enjoys working for Millbrook
- A proactive approach to sales

2. Positive Approach

- A "Can do " Attitude
- A willingness to learn & develop
- A friendly, enthusiastic & approachable manner
- Positive, open & honest communication at all times

3. Professional & Efficient

- Follows all company policies & procedures
- Takes ownership & responsibility
- Takes responsibility for own health & safety & for colleagues
- Behaves & acts in a way that contributes to the overall success of Millbrook
- Uses time effectively & prioritises workload to ensure targets & deadlines are met

4. Profit & Growth

- Aware of company goals & takes personal responsibility to help achieve them
 - Positively influences Gross Profit by helping to minimise wastage & being careful with company resources
 - Understands set personal objectives & focuses on what needs to be done to make them happen.
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Key Performance Indicators

1. Financial Targets Achieved:

- Sales in line with Company forecasts
- Wastage no more than 3%

2. Customer / Recognition Targets Achieved:

- Customer numbers and conversion rates achieved
- Customer average spend achieved
- GCA Inspection targets achieved
- Mystery Shopper target scores achieved

3. People Targets Achieved:

- Staff Attitude Survey satisfaction target achieved

Signed by Job Holder:

Print Name:

Signed by Job Holder's Manager:

Print Name:

Date: