

WDF Job Profile – Customer Service Assistant

<p>Purpose Responsible for delivering outstanding customer service to drive sales and provide an exceptional service experience for all customers within our airport stores</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> ✓ Deliver an individualised world class service experience for every customer ✓ Maximize sales opportunities using world class service skills and knowledge of products and promotions ✓ Demonstrate positive personal behaviours and a can-do attitude ✓ Work independently or as part of a team to achieve operational standards across the store 	
<p>Working Environment Working within a team of customer facing and operational support colleagues Based in a security controlled environment within an airport (or equivalent) Shops operate 365 days a year, some operate 24 hours and have a variety of shift patterns depending on location/trading hours</p>	
<p>Essential Skills</p> <ul style="list-style-type: none"> ✓ Passionate about providing exceptional service – both personally and in a team ✓ Able to understand how role contributes to the success of the business ✓ Flexible, adaptable and enjoys working in a team ✓ Ability to interact and communicate with a variety of cultures ✓ Role model self-motivation, enthusiasm and professionalism ✓ Excellent interpersonal skills – a good ability of spoken English 	<p>Desirable Skills</p> <ul style="list-style-type: none"> ✓ Enjoy fast-paced and high turnover retail environments ✓ Relevant product knowledge ✓ Are committed to your own development ✓ Experience of working within a service industry ✓ The ability to communicate in more than one language

WDF Retail Structure

