



## Shop Supervisor: Volunteer Role Profile

**Purpose:** To efficiently operate the retail outlet and encourage sales of outlet products. To offer an enthusiastic, positive customer-facing welcome.

### **Main duties & responsibilities (operational)**

- Keep the shop and immediate area tidy, dust free and safe for customers
- Be aware of the available products in stock in order to answer customer queries effectively
- Use the till with confidence and accuracy
- Follow the procedures for the start and end of day routines in folder provided
- Complete brief training for selling alcohol
- Stock up attractively & bring items to front of shelves
- Check BBE dates on perishables
- Ensure stock is clearly priced
- Take action to sell slow-moving stock
- Support Commercial Manager in re-ordering and buying new stock
- Unpacking and pricing merchandise

### **Main duties & responsibilities (visitor experience)**

- Greet customers with a friendly welcoming manner
- Flex displays to reflect special events
- Note the timings for any special event appearances and shows
- Be aware of regular, dining and sparkling tea train times and which locos are running
- Encourage visitors to buy the Guide Book on the counter
- Reinforce the various sites around the railway
- Engage with customers

## **Training:**

Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- How to use the till (including changing paper rolls on the till and PDQ machine)
- How to complete relevant paperwork

## **What we ask of you:**

- Commit to duty times of 9.30 – 4.30pm
- Be of tidy appearance and wear an ESR name badge
- Adhere to all railway procedures
- Be free of alcohol or narcotics when on duty
- Work well with the team and well as on your own initiative
- Be friendly, positive and confident when meeting new people