



Job Description: Receptionist / Retail

Job Title: Receptionist / Retail.

Main Purpose of Job: Deliver a high level of customer service and stock replenishment.

Responsible to: General Manager, Duty Manager.

Liaise with: All staff, swimmers, parents/carers, and any other external organisations as necessary.

Main Tasks of Job:

- 1) Serve customers effectively and ensure accuracy with cash handling.
- 2) Assist customers as and when required.
- 3) Replenish stock as required; ensure stock is handled with care and rotated in date order.
- 4) Stock checks, passing on necessary orders to the Manager when stock is running low.
- 5) Prepare and serve food as necessary
- 6) Take bookings and payments over the phone, pass on / record messages in the communication book.
- 7) Cleaning tasks as assigned.
- 8) Review, check, and record deliveries received. Highlighting any anomalies.
- 9) Contribute to the team effort.
- 10) Liaising with all staff and customers to ensure the above tasks are completed effectively.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Job description approved by: **Date:**

Employee Signed: **Date:**

Employer Signed: **Date:**