

Shop Volunteer Profile

The shop volunteer role is to assist and serve customers, as well as providing a high level of customer service.

Duties

- Replenishing stock on the shop floor and creating shop displays.
- Welcoming customers, giving advice and information on products for sale.
- Cash handling.
- Provide a high level of customer service.
- Helping to ensure the shop and storeroom is always clean and tidy.
- Informing visitors on activities that they can do on the Pier.
- Correct procedure for taking a message verbally or by phone.
- Correct procedure for the use of the walkie talkie.
- Check plaque locations on database for customers.
- Becoming familiar with and then following the Swanage Pier Trust Health and Safety Policy.

