

## Restaurant Customer Advisor

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Company: Dobbies Garden Centres Ltd

Location: Perth

Category: office-and-administrative-support

As one of our team members your goal is to deliver a great customer experience every day. At Dobbies, we love to help our gardens grow – and so much more. Come and join us.

### Responsibilities

Giving great customer service by helping customers with various transactions across the store.

Driving sales through customer interactions alongside selling the benefits of the Dobbies Club membership.

Offering a helping hand with customer queries through great product knowledge.

Working with your team to maintain the cleanliness and upkeep of your store.

You will also work on the shopfloor and other areas of the store as and when required, this may include working stock, cash handling, till work, take to car deliveries, stock control routines, restaurant service– an ideal opportunity to gain more skills and experience.

### What we are looking for

You have a passion for delivering a great customer experience, serving everyone with a smile. Ideally, you have experience within a customer facing role and have a passion for working within hospitality

You work well within a team, builds relationships and have fun, whilst celebrating success.

You show up to work on time, well presented and bring your can do and hardworking attitude

along with you.

You are eager to learn new skills and gain new experiences.

You flourish in a busy, fast-paced environment.

Can demonstrate our values at all times – we're one team, getting better everyday. We bring a smile. We live and breathe gardens. We make it work for our customers.

#### What we offer

Generous annual leave entitlement. Use your holidays when you want with limited statutory days off required

Treat yourself with generous uncapped discount across our stores with 50% off in our Restaurants, 25% off in the Garden Centre and 10% off in our food halls

Access to Wagestream – support your financial wellbeing, with ability to access earnings ahead of pay day, save for the future and financial advice

Access to Retail Trust – seek confidential support, access to a virtual GP, free counselling service and discounted retail rewards with our employee wellbeing platform

Access to Dobbies Academy – continue your development with our eLearning platform and development programmes

Thriving culture; the Dobbies team are passionate, diverse and committed to making it work for our customers

#### About us

At Dobbies, we're proud to have history dating back to 1865. Founded by James Dobbie, we're the UK's largest garden centre retailer, with 3,800 colleagues and 77 stores, including six little dobbies, and a Central Support Office near Edinburgh.

Our passion and joy for gardens and plants is what makes us special. In our stores, we showcase this through own brand and branded products, concession partners and services.

We have something for every season, occasion and style of garden, outside and in.

Many of our stores also feature a restaurant or coffee shop, where customers can enjoy refreshments or meals in a relaxed and welcoming environment.

At Dobbies, we champion garden living all-year-round and offer a calendar of events and experiences that bring people and communities together.

We're committed to being a great place to work. We're one team and we encourage

our colleagues to be the best version of themselves, every day; to share their wins and celebrate success. Together, we make it work for our customers.

#J-18808-Ljbffr

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