

**Reports to:** Store Manager, Assistant Store Manager & Service Leader

## **Position Summary**

The Associate is responsible for providing excellent customer service at our outlets.

## **Scope of Work**

- **Customer Care & Service**
  - To ensure all guests are greeted in a pleasant and welcoming way.
  - To ensure guests are ushered and seated into the dining area for all day dining restaurants.
  - To perform assigned tasks including taking customers' orders, serving of food and drinks, food preparation, ensuring guests' needs are met.
  - To ensure customer satisfaction by solving issues and queries both immediately and efficiently.
  - Adhere to all food hygiene standard and procedures.
- **Outlet Sales & Management**
  - Introduction and recommendation of product items, special promotions and membership discounts.
  - Uses techniques on suggestive selling and up selling in order to boost store sales and increase satisfaction.
  - Ensure consistency of product presentation, display and branding by checking the quality of the products, menus, marketing displays to ensure that they are good condition and correctly placed.
  - Knowledge of all product ordering system.
  - To work together as a team when on station.
  - In charge of other duties such as replenishing of stations, clearing of tables etc.
  - Maintain cleanliness and neatness of the outlet.
  - To perform any other duties as and when required and assigned by immediate supervisors or other representatives of the management.

## **Competencies**

- Guest oriented and service focus.
- Possess good people management, resource allocation skills.
- Possess good leadership and communication skills.
- Eye for Detail.
- Is a team player.
- Responsible and positive working attitude.
- Outgoing, cheerful and self-motivated.