

**GOODWOOD**

**The Role**

The **Customer Experience & Retail Service Assistant** will be part of the Golf At Goodwood teamand will report to the Reception Supervisor and Golf Operations Manager.

**About us**

At Goodwood, we celebrate our 300-year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

 **The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

**The Retail Service Assistant** is a really exciting role, you will be the welcoming face in The Kennels Shop and also at The Academy. Within this role you will need to provide exceptional service in a fast-paced environment, whilst ensuring Goodwood’s high standards are adhered to on a daily basis. Being able to multitask and be proactive are a must within this role. You will be responsible for enabling our members and their guests to have an exceptional customer journey, whether they are checking in for golf or you are selling them a Kennels dog toy. You will effectively deal with all customer queries with a can ‘do attitude. By being target and service minded you will succeed within this role.

**Key responsibilities**

* To build and maintain strong customer relationships.
* To provide excellent customer service to all members and guests.
* To complete daily reception and administration tasks including the opening and closing of the shop.
* To be familiar and assist with the running of club competitions and event preparation.
* To assist and guide customers with the purchase of retail merchandise.
* To meet and exceed all sales targets set by the Retail team.
* To promote and up-sell appropriate services to all members and guests.
* Maintain a full knowledge of the Clubs Membership systems, including the unique selling points.
* Responsible for ensuring all retail displays are maintained to the highest standards.
* Responsible for daily cash handling.
* Understand and assist with the procedure and delivery of events taking place at Golf At Goodwood.
* Any other duties that may be reasonably requested in order to ensure satisfactory performance within the role and the wider team.

**What do you need to be successful?**

* Knowledge and understanding of services provided by Golf At Goodwood, including our unique Membership model.
* Knowledge and understanding of The Goodwood Estate.
* Ability to anticipate guest needs and respond appropriately to customer queries in order to meet and exceed their expectations
* Previous experience of working in a customer service environment.
* Ability to integrate and work within a team environment is essential.
* Capacity to prioritise your work load and manage your time effectively in a customer facing role is vital.
* It would be advantageous but not necessary to have previously worked within a focused retail role.
* Own transport is essential due to the rural location of Goodwood and shift starting times.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* Complaint handling skills
* Target Driven
* Professional attitude
* Personality
* Outgoing with a sense of fun!