

My Role: Senior Florist Grade 2 (Ungraded)

My Manager: Team Leader

My Purpose: To sell and prepare floral works to customers, ensuring the highest standards of customer service

What I do

I will spend my time:

- Approach, acknowledge and serve customers entering the floral shop and take payments
- Use floral brochure to assist in selling floral tributes, other floral work and sell tailor-made floral work to customers
- Take customer telephone orders and deal with telephone enquiries.
- To offer high standards of customer service at all times with customers both face-to-face and on the telephone
- Prepare floral tributes and other floral work
- Write out floral cards and tributes
- Prepare shop window displays / shop frontages
- Undertake local deliveries to funeral homes and other premises
- Attend team briefings and feedback on issues to be raised
- To attend training sessions / courses as required
- Build positive working relationships with colleagues in the Floral group, the Funeral division and at the **Business Support Centre**
- Complete the daily cash and banking procedures whenever required
- Ensure that the **Memorialisation Manager** is informed of any issues arising - positive and negative.
- Security - opening and closing of floral shop, i.e. alarms of floral shop, keyholder
- Take part as a team member in ensuring that the floral shop is kept clean and tidy and that allocated 'housekeeping' duties are completed
- Any other relevant duties as requested by the Team Leader/Floral Group Manager
- Purchase fresh flowers and sundry items as necessary
- Order stock and monitor stock levels, ensuring conditioning of flowers and rotation of fresh flower stock
- **In absence of Team Leader / Florist - Grade 1, deputise in the day-to-day running of the floral shop**

How I do it

I will show the following skills and behaviours:

- **Great communication skills**
- **Desire to do and be my best**
- **Excellent Client Service**
- **Excellent listening skills**
- **Working collaboratively**
- **Positive attitude**
- **Take responsibility**

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- Works towards sales targets
- Good customer service (repeat custom)
- Tribute cards and messages are written neatly and correctly
- Cash and credit card transactions are accurate
- Floral tributes and other floral work meets the timescales set, including delivery deadlines
- Wastage is kept to a minimum
- Develops knowledge and attends training
- No loss of floral shop assets
- Premises are maintained to high standards of tidiness and safety

Who I'll interact with

- Clients
- Colleagues

What I need

Essential

- At least 2 years experience in floristry
- Competent in arranging all types of floral tributes and floral work

Desirable

- NVQ Level 2



Values

Co-operation
Self Help
Self Responsibility

Democracy
Equity
Equality