

CHEESE MANAGER

As Cheese Manager you will oversee the running of the cheese counter but also work within all aspects of Eastington Farm Shop.

Our cheese counter has got a great reputation for providing the customers with the very best of British cheese. The lucky candidate will be expected to utilise holidays, Christmas, father's day as great selling opportunities.

CUSTOMER SERVICE

- Maintain a high level of customer service at all times
- Work quickly and efficiently to serve customers in a timely manner.
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Ensure a standard of display at all times so the shop looks enticing for customers
- Have excellent knowledge of all cheeses products and be able to upsell.
- Build a repour with suppliers and work with them to provide great cheese for the shop.

STAFF

- Work well within the small team and individually using initiative to complete tasks.
- Work as part of the whole farm shop team and really get stuck in to all aspects of the business
- Strive for a cohesive working environment where the shop team and coffee bar team work together to increase sales and customer satisfaction.
- Great communication between yourself and other staff members on day to day running and planning
- Teach junior employees about cheese

STOCK CONTROL

- Always have an awareness of stock control. Work on the first in first out moto.
- Communicate when there is too much, or too little of item to management so we can reorder/find a way to utilise stock.
- Order cheese on a weekly basis, keep stock at a manageable level.
- Completely daily, weekly and monthly date stock checks.

FOOD HYGIENE

- Adhere to food hygiene standards set by the Food Standards Agency and the business. Great knowledge of our SFBB folder.
- Ensure all shop areas are clean and tidy and presentable at all times for customers. Maintain the high standards that are already in place.
- Complete food safety training
- Complete allergen training

REPORTING

- Attend team meetings – bring ideas to the business for improvement and innovation

- Maintain updated records for food hygiene standards and implement improvements and efficiencies where needed, report any issues and come to a plan as part of a team.
- Communicate issues, trends, sales, etc, so we can act if needed
- Cash up tills at the end of the day, ensure there is enough change and report any issues
- Manage pricing of meat to ensure an acceptable margin.

INNOVATION

- Work towards additional/new products as part for the team. Not just in the cheese but the shop and coffee bar too.
- New and exciting ways of displaying offerings, always looking for improvement.
- Assist with planning of events and new launches. Having an active role in business development.
- Liaise with our marketing team for online sales and promotions of taster days/products.
- Be enthusiastic and adaptable to our limitations.
- Promote our milk and beef the benefits of it, and how fabulous it is!
- Assisting in tasting sessions of new, or favourite products

Ultimately, you will become a key member of our small team here at Eastington Farm Shop. We will work hard, but have fun and maintain our shop being a favourite local spot.