

Apprenticeship Vacancy



Employer:

RETAIL OPTICIANS

EN2

Type of Apprenticeship: MISCELLANEOUS RETAIL RETAIL

This Apprenticeship teaches you the skills to provide excellent customer service, as a customer service apprentice, you'll work at the front end of the employer's business activities and regularly assist customers.

Duties will vary, but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way whether that's by offering advice, answering questions or handling complaints.

You will be expected to attend a local training provider and complete a Level 2 Customer Service Intermediate Apprenticeship within a year.

To complete this apprenticeship you must be capable of completing Maths & English at GCSE Level C.

Tasks

This is a great opportunity to join leading opticians as an apprentice. As a supervised member of the branch team, you will use training and knowledge to provide the highest standard of customer service in addition to supporting the branch Manager in achieving the objectives of the branch.

In this role you will be expected to carry out the following duties: Welcome customers either in person or on the telephone, help customers choose frames and lenses always being aware of offers and promotions. Play an active part in helping your branch reach weekly targets. Use our in house computer system (Alphabytes). Prepare for each testing day, confirming appointments and preparing all records and paperwork, make appointments using the computer diary system and being alert to the next available appointment. Unpacking and checking spectacle orders received from our Glazing House (Mersona). Advise customers that their orders are ready to collect, Checking displays and ordering replacement frames. Take payments, cash up and do banking. Prepare figures for Regional Office and Head office.

Requirements

Projection of a professional image and responsible manner at all times.

Willingness to attend other branches when needed, To act as a positive ambassador for the Company at all times, Taking responsibility for the operation of the branch as needed, Working in an efficient and accurate manner, Full awareness and participation in achievement of branch objectives, Development of effective relationships within the branch team, Acquire and maintain a competent and confident level of product knowledge, Identification and satisfaction of customer requirements through promotion of all Company products and services, Providing prompt, efficient and competent assistance to resolve customer issues. To complete this apprenticeship you must be capable of completing Maths & English at GCSE Level C.

Clothing

Smart - shirt/blouse with skirt or trousers

Hours of Work



Enfield Work Experience is a service provided by Enfield Education Business Partnership in association with Enfield Council



Monday - Saturday (Day off in the week to be arranged at interview)
9:00am -- 5:00pm

Wages

This placement will not be confirmed until an interview has taken place