



JOB DESCRIPTION

Job Title:	Retail Assistant
Department:	Golf Department – The Oxfordshire
Responsible to:	Head Professional, Director of Golf
Responsible for:	Pro Shop Sales, Pro Shop Presentation and Displays, Stock Control/Orders/Pricing, Phone Call and Email Monitoring, Excellent Customer Service

Job Summary:

To provide an outstanding level of customer service to both members and guests at The Oxfordshire Golf, Hotel and Spa. To adhere to the professional standards that are expected of staff at The Oxfordshire. To assist with the day-to-day running of the Pro Shop and golf events. To ensure that the Golf Department meets the high levels expected in relation to cleanliness and general housekeeping.

Key duties:

Duties will include but may not be limited to:

1. Carry out all duties expected of a Retail Assistant in a professional and committed manner.
2. Commit to working hours required to complete standard working practices.
3. Be able to offer flexibility in terms of working shifts or additional hours as and when required.
4. Be reliable and professional in your time keeping and appearance.
5. Provide consistently high standards of customer service.
6. Forge excellent working relationships within the team dynamic.
7. Establish good channels of communication with all members of the Golf Department.
8. Work closely with the Golf Office to co-ordinate and set up specific Golf Event requirements.
9. Attend and contribute to any departmental team meetings.

10. Attend any internal or external training organised on your behalf.
11. Ensure that all departmental equipment is well maintained and in good working order.
12. Ensure that all operations comply with safe working practices.
13. Assist in any other duties imposed by needs of the business.
14. To carry out any reasonable request by a Senior Manager.
15. Be vigilant and report any unusual occurrences to the Head Professional or Director of Golf.
16. Endeavour to learn about other aspects of the business and pick up transferrable skills that can be used to enhance your personal and professional development.
17. Comply with all standard operating procedures and policies of The Oxfordshire.

I have received, read and understood the Job Description of a Retail Assistant:

Name:

(PLEASE PRINT)

Signature:

Date:
