Garden Spot Phone Ticket Writer - Job Description

Position Description: As the Ticket Writer, the primary focus is efficient customer service and accuracy. One must be courteous and positive, greeting customers as they enter and at the ready to assist customers with tabulating purchases. Ticket Writer must be careful ensuring that each item is accurately counted, and that the proper price is written on the ticket. The attention to detail and accuracy in this role is essential for the viability of the business. Familiarity with product pricing is most helpful. Ticket Writer should promptly notify Day Manager/Manager of any potential pricing issues. This position must successfully interact with the Manager, Day Manager, Sales Associates and other Garden Spot staff.

Reports to: Day Manager

Skill set and educational requirements for position:

* Customer service and retail sales experience
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted team player.
* Proficient in oral and written communications.

Physical requirements:

* Ability to stand for extended periods of time.
* Ability to repeatedly lift more than 25 lbs.

Duties and Responsibilities:

* Be present and available at the ticket writer station. Cell phones must be kept in the break room and checked only during break times.
* Always face the entrance/yard area to be continuously attentive to customers and their needs. Promptly greet customers. (Hi. Welcome to Garden Spot.)
* Accurately count and clearly/legibly write the quantity and prices of all purchases on ticket.

(eg. 2 – 9.99)

* Ask customers if they need any soil or mulch. Be familiar with the types in stock and their uses.
* Thank customers for their business. (eg Thanks for shopping with us! Thanks for your business! Come again!)
* Use appropriate manners when address customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)
* Assist Cart Assistant in keeping the patio area free from empty carts. Return wagons to areas under tables, larger carts to areas near rear of garden center. Ensure wagon cart handles are never let laying on the ground.
* Be knowledgeable of the yard layout and general location of various major types of plants and awareness of other landscape products available.
* When asked by Day Manager/Sales Associate, assist with the preparation of Delivery and Pick-up Tickets in accordance with the Delivery and Pick-up Policy.
* Only when specifically directed by Day Manager/Manager, Ticket Writer may be needed to also answer phone.

When no other customers are present:

* + Keep ticket desk/area clean and clear of trash and debris.
  + Take initiative to maintain the appearance and upkeep of entrance area. (eg pull weeds in stones at entrance area and near patio; sweep patio area; etc.) Ask Day Manager/Manager of other ways that you can help. There is ALWAYS something to do.
  + As directed by Day Manager/Manager, assist with watering plants in the patio area.

When no other customers are present:

* Back up Cart Assistant with loading all purchases into vehicles. Carefully and conscientiously handle and load plant materials.
* Bring up a cart of plants to the Ticket Writer station and dead head them.
* If directed by Day Manager/Manager, assist with product pricing.
* Ask for appropriate assistance for other staff team members.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* Refer any customer questions about plants or other products to appropriate sales staff. (eg Let me get someone to help you with that question.) Do not respond with direct information yourself. Do not say the word ‘NO’/ ‘’We don’t have…” in any form or fashion!
* No decision making authority with respect to customers. (eg Refer questions on returns or refunds to Manager/Day Manager/Assistant Manager; Refer design/landscape, plant care, chemical related or product availability questions to Day Manager.)
* No delegating or directive authority over other staff team members.

Work Hours: Adhere to the assigned schedule and work hours. Alert Manager/Owner of any schedule conflicts as far in advance as possible. Do not ask someone else to cover your shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time. If working until close, the day does not end until the last customer has left the premises.