

# Pick Your Own Customer Service

## Job Description

### Summary of Key Responsibilities

- Deliver excellent customer service to all customers by providing a positive experience, connecting with customers and anticipating and responding to customer needs.
- Maintain a clean and organized workplace so all employees can located resources as needed.
- Maintain daily record of picking areas in the patch, to provide customers with best available picking
- Maintain cleanliness of areas open to customers including, Pick-Your-Own counter, washrooms, outhouses, and patios
- Provide knowledgeable answers to customer questions about topics including the farm, the crops, with existing or learned knowledge.
- Complete cash and debit transactions.
- Sort and package pre-picked blueberries for resale
- Continuously check picking conditions throughout your shift by walking the daily picking areas
- Maintain continuous communication about events and/or issues that may arise during shift with managers

### Skills, Experience and Attitude

- Ability to learn quickly and a desire to learn
- Ability to maintain calm demeanour during periods of high volume of customers or during unusual events
- Ability to work in a team
- Ability to understand and carry out written and oral instructions, and ask for clarification when necessary
- Maintain a positive attitude
- Be friendly and outgoing with both customers and fellow staff members
- Previous experience in customer service
- Previous experience with cash and debit transactions
- Special skill that would be beneficial but not required: ability to speak Chinese