

WEST SOMERSET RAILWAY



INFORMATION FOR VOLUNTEERS

DEPARTMENT: WSR Retail

INTRODUCTION: The WSR Retail Department comprises the company retail outlet at Minehead, Online sales via the official website and mail order sales by post and 'phone.

We also wholesale items to the other stations along the line.

GENERAL DUTIES: The main duty is to sell stock items by interacting with potential customers, providing them with an effective service whilst maximising sales and profits for the company.

Staff are expected to prioritise customer care above all other considerations.

Additional duties include; merchandising, pricing and display. We are also a major source of information for visitors to the railway

The specific responsibilities are:

1. Prioritising sales activities and customer contact towards maximising shop sales and customer satisfaction. Responding to and following up sales enquiries using appropriate methods.
2. Keeping the shop adequately stocked, priced and maintained in a clean and tidy manner. Monitoring and updating sales display areas on a continual basis.
3. Maintaining stock areas in a clean and tidy manner.
4. Handling customer complaints and enquiries in a satisfactory manner. Manager subsequently to be made aware of all customer complaints.
5. Processing and recording all sales using appropriate methods - e.g. credit card terminal, cash register.
6. Seeking to develop relevant knowledge, techniques and skills.
7. Adhering to current health and safety practices and other requirements relating to care of stock and equipment.

RESTRICTIONS: No specific fitness levels are required, although you should be prepared to be on your feet for a considerable period of time.

OTHER INFORMATION: You will need to have a sunny disposition and a sense of humour. Experience in Customer Service is not essential as full training will be given. Basic numeracy will be required, but most important is enthusiasm and a willingness to help. Volunteers can choose if they wish to be considered for till work, as the shop offers many other opportunities, which are equally useful.

Smart casual clothing is expected to be worn. Regular volunteers will be provided with branded clothing at the discretion of the manager.

Our staff members are warm, friendly, caring people, who will welcome you into the fold. Staff are encouraged to undergo training, as appropriate.

You will make new friends and gain satisfaction from making a significant contribution to the railway.

The place of work will be at the Buffer Stop Shop at Minehead and other locations within Minehead railway station in connection with retail department duties.

FOR FURTHER INFORMATION: Please contact the Retail Manager, Colin Howard on 01643 700387 or email: shop@wsrail.net

HOW TO APPLY: By telephoning the New Volunteer Co-ordinator on 01823 433856 leaving your name and address, or
By downloading the on-line application form and posting to the address on the form, or Completing the form on-line and emailing it to volunteers@wsrail.net