



Shop Assistant Job Description

The BWR has a retail outlet at Bodmin General, which provides an important source of income for our Railway and a valuable point of contact for our many passengers and visitors.

As a retail volunteer you will be specifically responsible for:

- Opening the shop at least 30 minutes before the departure of the first train.
- Closing time is normally 20 minutes after the last service arrives back subject to there being no further customers.
- When on duty you are expected to be on duty on the Railway all day.
- Whilst no uniform is provided you will ideally wear BWR branded clothing where appropriate, but ideally also black trousers or skirt and black shoes in common with other Station staff and always keep a smart and business-like appearance.
- Prioritising sales activities and customer contact to help maximise sales and customer satisfaction.
- Customer interaction is important and an alert and business-like demeanour is expected at all times.
- Keeping the shop in a clean and tidy manner at all times, using the equipment provided, emptying the waste bin at the end of the day.
- You are also required to tidy stock on shelves.
- Informing the Business Manager aware of any special orders, stock queries or complaints.
- Processing and recording all sales using the EPOS System and, where appropriate credit card terminal. Scanning the item correctly through the till is the normal method.
- Retail volunteers do not need to be computer literate, but they do need to be comfortable using electronic equipment and used to cash handling.
- Completing as necessary in full the end of day returns.
- Seeking to improve relevant knowledge, techniques and skills. Keeping to current health and safety practices and other requirements relating to care of stock and equipment.

Booking Office Clerk Job Description

The Booking Office Clerk could be the first member of the Station Staff to meet and greet our visitors giving them a friendly welcome. Obviously, this position is very important in that the first impressions of the railway come from initial contact with its staff and volunteers. If you are numerate, of a calm nature, enjoy meeting and dealing with the public, then this could be a position for you.

Booking Office Clerks report to the Business Manager. Duties include:

- Manning the Booking Office at Bodmin General- this role is face paced and very busy at times.
- Assisting visitors with their online pre booked ticketing
- Allocating seating plans for booked guest.
- Advising customers of their pre food options.
- Greeting guests of evening and other events.



- Redeeming tickets, unused session and general booking queries visitors may have.
- Refunded and changing tickets on the day.
- Greeting our visitors when they present themselves at the Booking Office window.
- Ascertaining visitors' travel intentions, the number and ages in their party and selling them the appropriate ticket(s) for their journey.
- Selling tickets, handling cash and credit / debit card readers.
- Making our visitors aware of any specific travel opportunities or restrictions that accompany their tickets.
- Following any security requirements in respect of cash.
- Cashing up and recording tickets delete this sold at the end of the day.
- Assisting the Responsible Officer (RO) and Commercial Staff Team as required in other aspects of running the station.

Booking Office Clerk volunteers work as part of small teams, so we expect them to act responsibly and use their initiative where necessary. Training is given and new volunteers are teamed with experienced staff until they are fully conversant with the procedures.

As Booking Office Clerks are very visible there is a dress code of black jacket/sweater, black trousers/skirt, white shirt/blouse and a black BWR tie, if wearing a shirt. You will need to have a cheerful disposition and a sense of humour. Basic numeracy will be required, but most important is a friendly manner, enthusiasm and a willingness to help.

You also need to be aware:

- No specific fitness levels are required, although you should be prepared to be on your feet for a considerable period of time.
- You will need to have a cheerful disposition and a sense of humour.
- Experience in Customer Service is an advantage but not essential, as guidance will be given.
- Basic numeracy will be required,
- It is important that you have a bright friendly manner, enthusiasm and a willingness to help.
- Volunteers can choose to work at either location, as each offers many opportunities, which are equally interesting.
- We encourage our volunteers to be warm, friendly, caring people, who will welcome you into the team.
- There can be a lot of administrative paperwork to deal with throughout the day
- Full training on all aspects will be given and ongoing support is available.
- You will make new friends and gain satisfaction from making a significant contribution to the railway.

Training:

There is no formal training or assessment in these roles, you'll start working with an experienced member of retail staff until you feel you are confident to undertake the role yourself. The Business Manager will confirm this based upon your competence in working with someone else.