

Team Member

Retail Team



Reports to	Store Manager
Location	Various

Job Purpose

Krispy Kreme values our customers above everything else. We need people who can Connect People with Moments of Happiness by ensuring our customers get great products and service every time.

Team Members contribute to the success of Krispy Kreme by delivering exceptional customer service, preparing, promoting and selling all Krispy Kreme products while maintaining a clean environment.

Team Members contribute to the success of our teams by contributing to the team with ideas, energy and support while collaborating to deliver a great customer experience.

We love having a friendly, fun and professional working environment. Working for Krispy Kreme means being part of something special. It means being a key part of our success.

What success looks like

You and Krispy Kreme will know you are successful in your role when:

- o Customer satisfaction ratings for your store meets or exceeds 80%.
- o All Customer Feedback, Bean Cop, and SWEET Service audits for your store meet or exceed 80%.
- o Your store consistently meets or exceeds its sales targets.
- o Your store consistently meets or exceeds the Retail Fitness standards.
- o All sections of your store consistently meet Krispy Kreme standards.
- o The teams in your store are positive and work well together.
- o All Customers are aware of current promotions.

Tasks

Every day at Krispy Kreme presents different challenges and while you will need to be flexible and adaptable to meet them all, there are some tasks that will form the backbone of your work as a Team Member:

- o Delivering exceptional customer service and products to every customer, every time, exceeding customer expectations.
- o Working and collaborating with your team to achieve the best possible outcome and experience for the customer and Krispy Kreme.
- o Using effective interpersonal skills to communicate with customers and your colleagues openly and honestly.
- o Contributing to your team and supporting & helping your workmates.
- o Taking responsibility for your actions and delivering on your promises.
- o Maintaining a safe and clean store environment.
- o Following all standards, policies, processes and systems.
- o Demonstrating the Brand Values.

Qualifications

Education	<ul style="list-style-type: none">• No educational qualifications are required for this role
Experience	<ul style="list-style-type: none">• Some knowledge of delivering the best Customer Experience• Some knowledge of our products and service requirements• An understanding of the importance of WHS in the workplace

Knowledge, skills and abilities

We firmly believe in hiring for cultural fit and training for skills, however there are some things we need from you:

- o A desire to be a positive self-motivated customer service professional with a collaborative approach, the ability to receive and provide feedback & able to work alone or as part of a team.
- o The ability to solve problems and seek assistance when required
- o A demonstrated desire to be part of a high achievement, sales driven, outcome focused team.
- o Integrity and a commitment to ethical behaviour.
- o Confidence, passion and enthusiasm about customer service and the Krispy Kreme Brand.

How We Do Things

We work in a fast moving and dynamic industry. For us to be successful – both as individuals and as a team – we work with our Values in mind. Our Values describe how we behave and interact with each other. They talk about the way we hold ourselves accountable. To put it simply it's How We Do Things.

Make it Great

If we want something to be great, we don't sit still. We keep moving and improving and never give up looking for ways to make good 'great'.

Make it Count

Everything we do counts. Every moment, action, relationship, conversation. It's how we deliver great experiences (and delicious doughnuts) every time.

Make it with Heart

Our success comes from being open, honest and totally ourselves at work. Whatever we're making, we make it together. With pride, passion and heart.