

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Sunday & Bank Holiday Showroom Host
LOCATION:	Ashford Vauxhall/Chery
DEPARTMENT:	Sales
HOURS OF WORK:	10.00am to 4.00pm Sunday
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To ensure the efficient and professional provision of reception services to the branch, meet and greet visitors to the branch, professionally directing them as required. To deal with all calls quickly and efficiently, passing the call to the relevant department effectively and to look after and maintain a high standard of cleanliness in the hospitality area.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Sales Manager

1.2) Relationship with:

Branch staff
Customers
Telephone callers
Manufacturers' representatives
Caffyns' staff
Visitors to the branch

2) OBJECTIVES AND KEY TASKS:

2.1) Reception:

To answer all calls to the branch and distribute to the relevant department.

To greet all walk-in customers and ensure they are directed as appropriate and assisted wherever possible.

To deal with telephone enquiries professionally and efficiently, ensuring messages are passed to the relevant person as quickly as possible.

To log all calls and messages on "e-Good Manners" computer diary system.

To email messages to branch staff where necessary.

2.2) Hospitality Area:

To maintain the hospitality area, ensuring it is clean and tidy at all times.

To wash up as required.

To serve drinks to customers.

3) OTHER DUTIES:

To provide holiday cover and/or bank holiday cover for the remainder of this post. This list of duties is not exhaustive and other tasks and responsibilities will be required of the post-holder as requested by the Branch Administrator.

4) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company procedures.

5) HEALTH & SAFETY:

Caffyns has an obligation under the Health & Safety At Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

6) TERMS & CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Sunday/Bank Holiday Showroom Host
26.08.2026

Caffyns plc
Person Specification
Sunday/Bank Holiday Showroom Host – Ashford Vauxhall/Chery

QUALIFICATIONS

Essential

G.C.S.E. English at Grade C or equivalent

Desirable

NVQ/SVQ levels 2 and 3 in Customer Service.

SKILLS REQUIRED

Essential

Able to work efficiently with the public

Able to convey information clearly & succinctly whether verbal or written

Able to establish effective working relationships with varied personnel

Able to work independently demonstrating initiative and pro-activity

Able to demonstrate sensitivity, diplomacy and tact

Able to persuade negotiate and influence others

Basic computer skills

Desirable

Knowledge of operating a switchboard

Word processing/ spreadsheet skills

PERSONAL ATTRIBUTES

Essential

Have a smart appearance

Excellent telephone manner

Able to maintain confidentiality

Ability to sometimes deal with difficult, impatient or distressed people

Efficient and well organised

Interested in the work of the organisation

Created by: Jayne Gilbert

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