

# Customer Care - Exmouth



## **Job Description – Customer Care**

As a Customer Care, think of yourself as the face of your restaurant. In a nutshell, you'll deal with customers and make sure everything runs as it should in the customer areas. Activities include making children feel welcome, handing out balloons, looking after customers' specific needs, keeping high standards of cleanliness in the dining area and toilets and helping to create a warm and welcoming atmosphere. It's your responsibility to establish and maintain positive communication with customers at all times and to keep the manager informed about customer satisfaction.

## **Qualifications or Requirements**

Quite simply, you'll be working in our fast moving, high energy environment and we're looking for a genuine smile plus an ability to connect with customers and make them feel valued. You'll need to be confident in approaching and dealing with diverse groups of people. Friendly, courteous and helpful behaviour will come naturally to you and you'll work well as part of a team. Effective communication skills such as attentive listening, face-to-face verbal communication and eye contact are a must. You'll also need to understand the importance of maintaining high standards of service as well as cleanliness. The ability to maintain high energy levels whilst working both efficiently and productively is essential. Finally, your appearance should be smart and clean.

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To apply for a job as a Customer Care at Exmouth McDonald's, you'll need to have finished secondary school and be legally allowed to work in the UK.

## Hourly rates of pay

Age

16-21+ - £8.00 per hour

An extra £1 per hour is added to the above rates of pay between midnight to 6am.

## Benefits

- Holiday pay
- Discounts at major high street retailers
- Service awards
- Employee discounts on selected McDonald's food
- Flexible working
- Free staff meals
- Training
- Uniforms

If you want to make a difference at work and feel part of a successful team, then please apply via the link below:-

<http://goo.gl/K0IYPc>