



Llantrisant (Talbot Green) Branch

## **Job Description: Customer Service Operator**

As one of our customer service operators you are our connection with our customers. Therefore we need you to be an enthusiastic person with excellent people skills so that you can take care of our customers and ensure they enjoy the service they receive from us. Our customers are our top priority and as such you will be a vital part of the team here.

### **Responsibilities**

- Answering the telephone politely and in a positive way
- Taking customer orders in person and via the telephone
- Ensuring customers receive exactly the order they require by offering side-orders and informing them about current store offers
- Deal with customer service issues efficiently to ensure customer satisfaction
- Aid in other duties through the branch when required (e.g. cooking/cleaning)

### **Desirable Experience**

Experience working in a pizza franchise environment is highly desirable

### **Required Experience**

No experience necessary, full training will be provided.

### **Application**

If you are interested in this role please visit our website and download an application form and then post it to us at the following address. Alternatively you can simply post your CV (with the name of the job role you are applying for).

FAO Richard  
Second Floor  
Coptic House  
4-5 Mount Stuart Square  
Cardiff  
CF10 5EE