

Transcript_Retail_10A_Competerencies and duties

Well, as an employer, I look for certain qualities in the staff I employ. The delicatessen is a specialist department in the store and therefore the deli counter staff need to have – or learn specific skills. Of course, like anyone working on the shop floor, they should have good customer skills, and because they are part of a team, they need to work well in a team. Additionally, they must have a good knowledge of the products and be able to merchandise the goods attractively – also making sure the stock is replenished immediately.

The Deli counter assistant has to carry out specialist tasks: Slicing and weighing meat products – as well as cheeses – and then wrapping and price tagging the products. They must be able to use the meat-slicing machine. They must conform to the health and safety regulations in particular where it comes to handling fresh food, such as hand washing, wearing appropriate clothing and ensuring that the products are stored at the correct temperature in the display cabinets – both hot and cold foods.