

JOB POSITION: CASH AND RECEPTION OFFICE MANAGER

Department: Retail

Location: Munich

Starting data:

Job Purpose

Responsible for accurately documenting, balancing and recording all monetary transactions. Perform advanced cashiering including accurate ringing and outstanding customer service. Maintain organized and accurate records for the accounting department.

Also responsible of the reception counter dedicated to support, inform and communicate with clients. Support the clients experience with information about products, events, special offers and general activities organized by Eataly, in the shop, at the phone and through social network.

Managing al special request, delivery client with products purchased.

Receive and accept all mail correspondence courier and direct it to the right person/office.

Responsible for training, scheduling and supervising Cashier and Reception team and ensuring proper customer service and transaction details are being enforced. Ensures cashier transactions and drawers are accurate and that customer service is up to Eataly's standards. The Manager is also responsible to documents, investigates and resolves all employee and guest incidents including guest complaints and directs escalated issues to the appropriate outlet.

As an ambassador of Eataly products and services, the Cash and Reception Office Manager is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

This position will require the following tasks:

- Responsible for all the monetary transactions that take place at Eataly.
- Makes entries for all the cash, credit and related transactions daily.
- Process returns, post voids, employee discounts.
- Performs advanced cashiering including accurate ringing and outstanding customer service.
- Manually process gift cards, shipping and delivery customer with products purchased.
- Prepare, run, settle, post and send out various reports and summaries.
- Accurately document overages and shortages, sales data and deposits.
- Accurately take in cash deposits from restaurants and retail departments.
- Report and document daily notes explaining issues, successes, resolutions, team performance and business flow.
- Ensure that cash and change is available for company transactions.
- Verify money requests with superiors before sanctioning.
- Maintain an accurate safe count.
- Create new users in Counterpoint.
- Directs hiring, scheduling, assignment, training, evaluation and termination of Cashier and Reception employees.
- Submit and review weekly payroll for the Cashier and Reception department.
- Documents, investigates and resolves all employee and guest incidents including guest complaints. Directs escalated issues to the appropriate outlet.
- Orders supplies needed for the Front End.
- Adhere to all company guidelines, policies and standard practices.

Skills / Requirements

- Experience in a retail / hospitality setting, with experience managing as cashier and

reception team desirable.

- Must be able to handle money accurately and perform mathematical calculations. Intermediate computer skills including e-mail and MS Office are required.
- Must be able to communicate politely and effectively with guests and other employees.
- Must be able to follow written and verbal instructions. Ability to communicate effectively and understand instructions.
- Excellent leadership and customer service skills.
- Speak: German (mother tongue-fluent), English (business fluent). Speak Italian language is a strong plus.
- Knowledge of Italian language, culture, food history and Slow Food principles a plus.