



JOB DESCRIPTION - CUSTOMER SERVICE REPRESENTATIVE

The Customer Service Representative is our company's first source of contact with our customers. As such, it is important that you answer the phone with a smile, be enthusiastic and let the customer know how glad we are that he/she chose Domino's Pizza. We want our customers to feel special, for they are. Without them, we wouldn't be in business, make our customers feel welcome.

Goal

To take the customers order accurately and courteously within 1 minute (without rushing).

Primary Responsibilities

- Answer the phone in an upbeat manner.
- Be polite and courteous.
- Upsell extra items to the customer.
- Answer the phone within 1 ring, max 2.
- Avoid putting a customer on hold.
- Always "smile" over the telephone.
- Acknowledge and greet all carry-outs.
- Always say "Thank You" to every customer.
- Keep the phone and customer area clean at all times.
- Follow the telephone script.
- Always repeat the order information back to the customer.
- Make accurate change.
- Put labels on boxes.
- Display a spirit of co-operation and teamwork
- To call back any suspicious orders.
- Handle customer concerns using the 3 step method, honour Product Satisfaction Guarantee.
- Assist in the making of pizzas whenever possible.
- Assist in keeping the drink cooler filled.
- Keep the make-line stocked with food.
- Maintain company image.
- Other related duties as required.
- Help maintain a clean and hygienic store.