



RETAIL CUSTOMER SERVICE CLERK

Flour Fancies Pte Ltd is looking for Customer Service Clerks to join our retail shop in East Coast, Singapore. Having built our name on attention to detail, quality and exceptional service (back in Toronto Canada), we only produce and hire the very best. If you are passionate about desserts and customer care and has excellent hygienic habits, we can't wait to meet you!

Job Description and Requirements:

The successful candidate must be one who cares about customers, understands their needs, and possesses an excellent communication skill as well as being a good team player.

This is a superb opportunity for anyone who is starting out in the industry. We offer one full-time position (44 hours a week) and 2 to 3 part-time positions (12 to 24 hours a week) with the potential to become permanent (including evenings and weekends). A successful candidate must have:

- excellent people skills and ability in running in the retail while maintaining company standards.
- good organization and time management skills.
- ability to work a flexible schedule will be an advantage.
- ability to work positively and pleasantly under pressure in a fast-paced dynamic environment.
- a fluent English and love to smile.
- excellent phone skills.
- great attitude to work and ability to enjoy working as part of a team are essentials.
- love for desserts.
- excellent hygienic habits.
- a Singaporean or PR only.

- appetite for sales will be an advantage.
- Food Handler certificate will be an advantage.

Duties includes:

- Reporting to the manager/cake designer.
- Taking order over the phone and on-site, and clearly writing them out.
- Dealing with customers' enquiries and/or complaints.
- Promoting seasonal products and offers as required.
- Packaging products.
- Preparing hot and cold beverages and attaining to customers' needs.
- Good knowledge of our products and food hygiene.
- Tidying up and maintaining cleanliness of the products and the retail shop.
- Assisting packaging and decorating baked goods when necessary etc.

Salary will depend on experience and ability. In order to ensure your enquiry with regards to this position is dealt with quickly, please send in an up-to-date copy of your Curriculum Vitae in a Word Document format and email to: **info@flourfancies.com**.