



Permanent Vacancy Opportunity

Forecourt Attendant, Customer and Garage Support.

We are currently seeking a motivated and dynamic individual to join the La Villette Garage team.

This role will include: opening up of business in the morning, closing of business on a Saturday, forecourt services, customer service and general support of the daily working of the garage.

The working week for this role is Tuesday through to Saturday, with working hours of Tuesday – Friday 07:30 – 16:30, Saturday 08:30 – 16:00. You may occasionally be asked to cover Mondays with a day given in lieu during holiday times.

Saturdays will include the independent running of La Villette Garage and the services provided on a Saturday, these include forecourt, shop, car sales, emergency spare tyre fitting. There may be opportunities to include car cleaning and other services but only when confidence is found in basic services.

Ideally this candidate will: enjoy interacting with the general public and providing an excellent standard of customer service, enjoy working within a busy and variable environment, and enjoy working with in a small “family business” team. Experience or an interest in vehicles and vehicle maintenance is desirable although not essential as full training on all aspects of the position will be provided. Applicants must hold a full clean driving licence. All applicants must be over 18 due to forecourt regulations.

Pay scale will begin at £9.50-£11.00 per hour but is flexible to skills and qualifications.

Further training options are available for the right candidate once confident with primary roles (pay will reflect additional roles).

All applicants accepted for interview will be asked to provide an up-to-date police check.

A full job description and application form is available from the La Villette Garage web site – www.lvg.gg

Please contact Jo or Chris Guille should you require further information:

01481 237577

accounts@lvg.gg

Closing date: 21st September 2018



Job Description

Title: Forecourt Attendant, Customer and Garage Support.

Hours: Full time 39.5 hours per week, Tuesday: Friday 07:30 – 16:30, Saturday: 08:30 – 16:00

Reporting to: La Villette Garage Managers.

Roles and responsibilities:

Forecourt: to serve fuel to customers, observing all current forecourt legislations and fire safety.

Forecourt services: to be able to check: oil, water and tyre pressures should customers request so, and, following training be able to change bulbs, wipers and batteries.

Customer services: to assist customers when dropping off or collecting vehicles, to contact customers on behalf of the workshop should further authorisation be required for work or a situation need to be discussed before work can continue, to assist customers wishing to book into the garage, to assist customer with general enquiries.

Car sales: to work with colleagues to assist with the sales of cars.

Tyres: to be able to assist someone in an emergency and fit a spare tyre.

Car cleaning: you may be asked to undertake some car cleaning – full training will be given.

Shop: to assist with control and stocking of all shop products.

Garage support: to support the other areas of the garage if required.

Opening and closing of working day: to be responsible for the opening of business each day, and on Saturdays closing of business, which will include cashing up of the till, polling card machines and securing the premises.

To carry out and complete any administrative duties associated with your role, this will include the regular use of computers and garage systems.

To present yourself with a clean and tidy appearance.

To engage in all customer contact with exemplary customer service.

To ensure that when driving customer's vehicles, it is always done so in a dutifully careful and professional way.

To ensure that any work areas are kept to a high standard of cleanliness and tidiness, and ensure any machinery or equipment is used in professional manner and maintained to safe standards.

To comply with current La Villette Garage Ltd health and safety guidelines and policies.



Application Form for position of: Forecourt Attendant, Customer and Garage Support

PERSONAL INFORMATION

Name: _____

Address: _____

Home Phone: _____ Mobile number: _____

Date of birth: _____

or please confirm that you are over the age of 18 years: _____

(Health and safety stipulates a minimum age whilst working independently on a forecourt).

Driver's License number: _____

Driving convictions: _____

CURRENT EMPLOYMENT

Job Title and Role: _____

Employer: _____

Length of notice required/ possible start date: _____

PREVIOUS EMPLOYMENT

Job Title and Role: _____

Employer: _____

Job Title and Role: _____

Employer: _____



EDUCATION SUMMMARY

Qualification	Level	Date Achieved

ADDITIONAL TRAINING OR QUALIFICATIONS

Qualification	Level	Date Achieved

If you require further space please feel free to use a continuation sheet.

ADDITIONAL INFORMATION

Any other hobbies, interests or experience you feel is relevant to this role:



REFERENCES

Please provide details of two references in most cases at least one should be a current or previous employer:

1. Name: _____

Relationship: _____

Address: _____

Contact telephone number: _____

Email address: _____

Please indicate if we may contact this referee prior to interview: YES / NO

2. Name: _____

Relationship: _____

Address: _____

Contact telephone number: _____

Email address: _____

Please indicate if we may contact this referee prior to interview: YES / NO

Thank you for your interest in the position of Forecourt Attendant, Customer and Garage Support at La Villette Garage we will contact you in writing with regards to interviews. If you have any further questions please do not hesitate to contact us.