

Guest Experience Ambassador



ROLE DESCRIPTION

The Guest Experience Ambassador position at Lepp Farm Market is an outgoing people person who plays a key part in creating memorable first and last impressions for our guests, while ensuring a clean, organized and welcoming environment. The Guest Experience Ambassador actively engages with guests, supports loss prevention (LPO) duties, upholds cleanliness standards across the front end and cafe, and contributes to driving sales through exceptional services and adherence to company standards. As a part of the Lepp Farm Market family, the Guest Experience Ambassador fully participates in living out our Core Values and furthering our LFM purpose.

Lepp Farm Market Core Values:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

Lepp Farm Market Purpose:

- To be the Best Place to Work and the Best Place to Shop.

ROLE DUTIES AND RESPONSIBILITIES:

- *Guest Experience & Engagement*
 - Greet every guest with warmth and enthusiasm, creating a welcoming and high-energy environment
 - Actively engage with guests to provide assistance, answer questions, and enhance their shopping experience
 - Deliver “10/10” guest experiences by anticipating needs and resolving concerns promptly and professionally
 - Maintain a visible presence at the front of the store to ensure guests feel supported and valued
- *Loss Prevention & Store Standards (LPO)*
 - Support loss prevention initiatives by maintaining awareness of store activity and addressing potential concerns proactively
 - Ensure adherence to company policies, procedures, and uniform standards
 - Act as a professional and approachable presence while supporting a safe and secure environment
- *Front of House Excellence*
 - Maintain cleanliness, organization, and visual appeal of all front-of-house areas, including entrances, exits, and common spaces
 - Ensure merchandising, signage, and displays align with Lepp Farm Market standards
 - Support a smooth and efficient flow of guest traffic, especially during peak hours
- *Cafe Cleanliness & Standards*
 - Oversee and maintain cafe cleanliness, ensuring all surfaces, seating areas, and service stations meet high sanitation standards
 - Work collaboratively with cafe team members to ensure a consistently exceptional environment for guests
 - Monitor and restock supplies as needed to maintain readiness and presentation
- *Sales & Operational Support*
 - Drive sales through positive guest interactions, product awareness, and promoting featured items or programs
 - Support store initiatives and promotions by communicating effectively with guests
 - Contribute to minimizing loss through attention to detail and consistent execution of operational standards

CERTIFICATIONS/QUALIFICATIONS:

- High school diploma or equivalent
- A valid BC Security Worker's License with Security Guard endorsement (preferred)
- 2 years of customer service or retail experience required (previous LPO experience an asset).
- Strong interpersonal and communication skills with a passion for working with people
- Ability to stay positive, energetic, and professional in a fast-paced environment
- Strong attention to detail and commitment to cleanliness and organization
- Ability to handle challenging situations with professionalism and composure

WORKING CONDITIONS/REQUIREMENTS:

- Availability to work flexible hours, including weekends, evenings and holidays
- Must be able to stand on feet for extended periods of time (majority of shift); extensive standing and walking required within a fast-paced, high-traffic retail environment
- Demonstrate proper MSI lifting techniques (up to 50lbs) to reduce risk of injury
- Maintain a clean and safe working environment including shared workspace and common areas

REPORTS TO:

General Manager