

CUSTOMER SERVICE SWAP: BETFRED

Babington are working in partnership with Betfred for their ongoing recruitment. Through our 2-week routeway, you will develop their knowledge and gain an industry recognised qualification in preparation for an interview.

This is a FREE training programme in which you will complete a Level 2 qualification in Customer Service and be provided with in depth insight into the roles below and will be supported into a guaranteed interview!

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| Location | Betfred Leicester: LE1 5BP Market Harborough LE16 7AA |
| Rate of Pay | National Minimum Wage |
| Working Pattern | Various shifts between 8am – 10pm - Part and full time shifts available |

Betfred is the world's biggest owner-operator bookmaker with a retail estate of over 1350 shops. Betfred also run the highly successful Racecourse Pool betting operation across UK racecourses and work in partnership with a number of international pool betting operators around the world.

As a Betfred Sales Cashier, you will be the first point of contact with customers in our shops. You will become an expert on betting, and Betfred promotions and will provide advice and guidance to customers to ensure they get the full 'Betfred' experience.

- Be the first point of contact for customers in our shop, answering questions in relation to betting and Betfred products.
- Use your knowledge/interest in sport to create conversation with customers to ensure they have an excellent experience whilst using Betfred services.
- Work closely with the shop manager and team members to promote new Betfred products and marketing campaigns to increase sales for the shop.
- Process customer bets ensuring information is entered correctly into the till systems.
- Ensure that any machines in the shop are maintained to a high standard, liaising with the retail helpdesk with any issues.
- Carry out any administrative duties in line with the requirements of the shop.
- Ensure the shop is presentable at all times.
- Work to ensure we meet our social responsibilities including adhering to the Think 21 policy.
- Follow company processes to ensure high Health and Safety standards.

Experience & Skills

It is a legal requirement that anyone working in a Betfred shop is aged 18 or over.

- Previous experience of working in a retail or customer service environment.
- Previous experience of cash handling.
- Confident communicator, able to enter into conversations with regulars and new customers.
- Ability to work under pressure, there are peak times for our shops depending on sporting seasons.
- GCSE Maths desirable, you will be working with numbers and odds.
- You must be flexible in your approach to work. Our shops can be open between the hours of 8am and 10pm.
- Experience of previous employment in betting or gambling industry desirable.

To be eligible you must:

- Be over 19 (as of 30th August 2021)
- Must be at a level 1 for Maths and English.
- **Must have a laptop or PC to complete the course.**
- Must have lived in the UK/EU for past 3 years.
- Must not have any unspent criminal convictions.
- Not have completed a level 2 Customer Service previously

To Apply:

Babington are running a **2 Week Customer Service Level 2** course. This course is online with daily live **webinars with your tutors (Monday – Friday)**. You will then spend time daily to complete workbooks and **conduct research** about specific topics. You will spend 6 hours daily working towards your qualifications.

During this course you will gain a nationally recognised qualification and boost your employment chances with this position. After successfully completing an application you will receive a guaranteed interview.

Deadline to register is Monday 20th September 2021- Course starts Monday 27th September 2021

Please contact Harmi Kandola-Basi on 07976 934440 or email Harmi.Kandola-Basi@Babington.co.uk for more information and to reserve your place.