

Store Supervisor Trainee

Company Introduction

T&T Supermarket Inc. was founded in 1993 with two stores in BC, Canada. Since then, it has expanded rapidly to become Canada's largest Asian supermarket chain with 29 stores across the country: 13 in Metro Vancouver, 6 in Alberta, and 10 in Ontario (8 in GTA, 1 in Ottawa and 1 in Waterloo). The company continues to grow and more new stores are coming, including our first store in Montreal, Quebec which will open in 2022/2023.

After completion of training, your major responsibilities included:

- Provide guidance and supervision to Store Associates, ensure fair distribution of work and daily operational procedures are strictly executed
- Assist department leaders to train staff, provide feedback on staff performance, and maintain daily operations as and when required
- Manage product quality, food safety, freshness and ensure company policies are strictly practiced within the department
- Handle customers' complaints, deliver exceptional customer service and relate customer feedback to department leaders
- Conduct quality and inventory control, responsible for equipment and tools maintenance, follow up and the cleanliness, hygiene and workplace safety of the department

Knowledge, Skills and Ability Requirements

- Graduates from business related discipline is preferred
- Possess a keen interest in developing a career in the supermarket / retail business
- Accountable, pleasant and self-motivated
- A good team player
- Possess great interpersonal and customer service skills
- Good communication skills, bilingual in English and Chinese (Cantonese &/or Mandarin) is a definite advantage
- Relevant experience in customer services and/ or store operation is highly preferred
- Possess good computer skills in MS Office

T&T Supermarket is an Equal Opportunity Employer. We do not discriminate based on race, religion, color, national origin, gender, gender identity, age, veteran status, non-disqualifying physical or mental disability, or any other applicable characteristics protected by law.

Store Assistant Department Head Trainee

Company Introduction

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After completion of training, your major responsibilities included:

- Assist the Department Head (DH) to manage the assigned department performance and attain its goals; manage merchandises, place orders, plan and execute promotional activities to achieve department goal
- Assist the Department Head to manage and supervise the assigned department's daily operation and staff performance
- Provide coaching, on-the-job training, shadowing, guidance and supervision to department staff
- Collect and analyze market information, and design response measure
- Promote teamwork and create an inclusive working environment
- Lead by example by performing all hands on duties required in the assigned department
- Maximize customers' satisfaction, handle customers' complaints

Knowledge, Skills and Ability Requirements

- Graduates from business related discipline is preferred
- Has some related experience in retail, grocery, product merchandising, management, etc.
- Possess a keen interest in developing a career in the supermarket / retail business
- Accountable, pleasant and flexible, always take initiative with great leadership skills
- Possess great interpersonal and customer service skills
- Good communication skills, bilingual in English and Chinese (Cantonese &/or Mandarin) is a definite advantage
- Possess good computer skills in MS Office
- Good organization, and problem-solving skills; Able to work independently and within a team

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