

Target Guest Advocate Job Description

- Creating a friendly and warm welcoming experience by authentically welcoming and greeting every guest and/or customers every time
- Making a connection with guests by engaging them in a friendly and genuine conversation throughout each transaction by asking open-ended questions about their experience and utilizing the answers to those questions to assess, understand, and determine future approach
- Stocking supplies during open hours while also being available to attend to guests
- Acting as the advocate of guest experience who is in charge of welcoming, thanking, and meeting and/or exceeding guest service expectations by focusing on guest interaction and recovery
- Scanning and bagging all guest items efficiently and neatly
- Showcasing a culture of ethical conduct, safety, and compliance
- Attempting to make it right for guests by resolving any negative situations and recovering customers' experience in accordance with Target's policies and procedures
- Carrying out other relevant tasks according to business needs.