



Being there for *you*
and *your family*

PERSON SPECIFICATION

POST: Abbey Park Café Assistant Manager
DEPARTMENT: Catering

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	<ul style="list-style-type: none"> Minimum NVQ Level 1 in hospitality & catering and/or professional cookery OR proven experience of working in a similar role GCSE grade C or above or equivalent Health and Safety and L2 Food Hygiene or Equivalent 	<ul style="list-style-type: none"> NVQ L2/3 in Hospitality & Catering Train the Trainer Aspiring leadership training Customer service training L3 Food Hygiene 	Certificates/ Application
Skills / Abilities	<ul style="list-style-type: none"> Ability to inspire your team to deliver best service possible Ability to stay calm under pressure Good communicator Quality Food Production Understanding of produce and ingredients Stock Control Cash Handling First Class Customer Service Flexible in your approach and have the ability to work on own initiative Able to implement systems and consistent standards to manage quality of product and service Good Oral and Written Skills IT Skills Excel/Word/E Mail 	<ul style="list-style-type: none"> Team player Proven customer service skills Ability to write menus that are both creative and profitable Ability to cost a menu and produce selling prices in line with the GP target Rota and food cost budgeting to keep in line with allocated budget 	Application Interview/ Assessment Centre References
Experience	<ul style="list-style-type: none"> Managing Staff Good food knowledge 	<ul style="list-style-type: none"> Experience within a high street coffee outlet advantageous. Barista trained 	Application

	<ul style="list-style-type: none"> • Be able to demonstrate experience in a food retail environment. 		Interview/ Assessment Centre
			References
Knowledge	<ul style="list-style-type: none"> • Dietary and Allergen awareness • COSHH awareness and understanding 		Interview/ Assessment Centre
Motivation and personal attributes	<ul style="list-style-type: none"> • Able to contribute to LOROS' Values & Behaviours • Passion for cooking • Bags of personality and a fantastic work ethic are essential • A warm personality with a happy, welcoming approach to customer service both with internal and external customers • Strong work ethic • Team minded • Solution focused • Organised 		Interview/ Assessment Centre