

PERSON SPECIFICATION

**POST: Abbey Park Café Supervisor**

**DEPARTMENT: Catering**

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|  | **Essential Criteria** | **Desirable Criteria** | **How & When** |
| **Education / Qualification** | * 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 | * NVQ L2/3 in Hospitality & Catering * Train the Trainer * Aspiring leadership training * Customer service training * L3 Food Hygiene | Certificates/  Application |
| **Skills / Abilities** | * 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 | * 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** | * Managing Staff * Good food knowledge * Be able to demonstrate experience in a food retail environment. | * Experience within a high street coffee outlet advantageous. * Barista trained | Application  Interview/ Assessment Centre  References |
| **Knowledge** | * Dietary and Allergen awareness * COSHH awareness and understanding |  | Interview/ Assessment Centre |
| **Motivation and personal attributes** | * 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 |