

PERSON SPECIFICATION

**POST: Abbey Park Café Supervisor**

**DEPARTMENT: Catering**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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
 | ApplicationInterview/ Assessment CentreReferences |
| **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
 | ApplicationInterview/ Assessment CentreReferences |
| **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 |