

PERSON SPECIFICATION

**POST: Café Assistant**

**DEPARTMENT: Catering**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential Criteria** | **Desirable Criteria** | **How & When** |
| **Education / Qualification** | * GCSE grade C or above or equivalent
 | * Experience in a café/coffee shop setting
* Customer service experience
 | Certificates/Application |
| **Skills / Abilities** | * Ability to stay calm under pressure
* Good communicator
* 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
* Good Oral and Written Skills
* IT Skills Excel/Word/E Mail
 | * Team player
* Proven customer service skills
* Experience of basis food preparation
 | ApplicationInterview/ Assessment CentreReferences |
| **Experience** | * Good food knowledge
* Be able to demonstrate experience in a food retail environment.
 | * 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
* 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 |