

PERSON SPECIFICATION

**POST: Café Assistant**

**DEPARTMENT: Catering**

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|  | **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 | Application  Interview/ Assessment Centre  References |
| **Experience** | * Good food knowledge * Be able to demonstrate experience in a food retail environment. | * 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 * 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 |