



Being there for *you*
and *your family*

PERSON SPECIFICATION

POST: Café Team leader
DEPARTMENT: Catering

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	GCSE grade C or above or equivalent	Food Safety Level 2	Certificates/ Application
Skills / Abilities	- Ability to stay calm under pressure - Good communicator - Understanding of produce and ingredients - 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 - Stock Control	Application Interview/ Assessment Centre References
Experience	- Be able to demonstrate experience in a customer facing environment - Experience in a café/coffee shop setting - Managing a team	Barista trained	Application Interview/ Assessment Centre References
Knowledge	Good food 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		Interview/ Assessment Centre

	• 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		
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