



Being there for *you*  
and *your family*

### PERSON SPECIFICATION

**POST:** Café Assistant  
**DEPARTMENT:** Catering

	Essential Criteria	Desirable Criteria	How & When
<b>Education / Qualification</b>	<ul style="list-style-type: none"> <li>GCSE grade C or above or equivalent</li> <li>Basic Food Hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Food Safety Level 2</li> </ul>	Certificates/ Application
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>Ability to stay calm under pressure</li> <li>Good communicator / Team Player</li> <li>Understanding of produce and ingredients</li> <li>Cash Handling</li> <li>Customer facing Service – retail or catering</li> <li>Flexible in your approach and have the ability to work on own initiative</li> <li>Good Oral and Written Skills</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Proven customer service skills</li> <li>Experience of basis food preparation</li> <li>Stock Control</li> <li></li> </ul>	Application  Interview/ Assessment Centre  References
<b>Experience</b>	<ul style="list-style-type: none"> <li>Be able to demonstrate experience in a customer facing environment</li> <li>Experience in a café/coffee shop setting or Retail</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Barista trained</li> </ul>	Application Interview/ Assessment Centre References
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Good food knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Dietary and Allergen awareness               <ul style="list-style-type: none"> <li>COSHH awareness and understanding</li> </ul> </li> </ul>	Interview/ Assessment Centre
<b>Motivation and personal attributes</b>	<ul style="list-style-type: none"> <li>Able to contribute to LOROS' Values &amp; Behaviours</li> <li>Bags of personality and a fantastic work ethic are essential</li> </ul>		Interview/ Assessment Centre

	<ul style="list-style-type: none"><li>• A warm personality with a happy, welcoming approach to customer service both with internal and external customers</li><li>• Strong work ethic</li><li>• Team minded</li><li>• Solution focused</li><li>• Organised</li></ul>		
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