



Being there for *you*
and *your family*

PERSON SPECIFICATION

POST: Café Assistant
DEPARTMENT: Catering

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

	<ul style="list-style-type: none">• 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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