

COMMERCIAL LEISURE RELATIONS OFFICER

	Criteria	Essential	Desirable	How Identified
Qualifications	4 GCSE's including English and Maths or equivalent	✓		Certificate
	Level 2 NVQ Certificate in Customer Services or equivalent		✓	Certificate
Work Experience	Experience working in Customer Services and with the general public	✓		Application / Interview
	Experience of working in the Leisure Industry		✓	Application / Interview
	Experience in cash handling including card payments		✓	Application / Interview
Special Aptitude / Skills	Customer focused	✓		Application / Interview
	Highly organised		✓	Application / Interview
	Adaptable to bespoke computer systems	✓		Application / Interview
Knowledge	Customer Service standards	✓		Application / Interview
	Knowledge of the services provided by a leisure facility		✓	Application / Interview
Disposition / Attitude	To have a calm manner when dealing with customers	✓		Application / Interview
	To be self-motivated, use own initiative and be able to work under pressure	✓		Application / Interview
	Professional, smart approach and appearance	✓		Application / Interview
	Friendly and personable	✓		Application / Interview
	Embrace change and new ways of working	✓		Application / Interview

Short-listing Comments

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Outcome: Interview / Hold / Regret

