

BAR AND CATERING ASSISTANT

	Criteria	Essential	Desirable	How Identified
Qualifications	Level 2 award in food safety and hygiene		✓	Certificate
Work Experience	Experience working in customer service and with the general public	✓		Application / Interview
	Experience of working in catering		✓	Application / Interview
	Experience of cash handling	✓		Application / Interview
Special Aptitude / Skills	Customer focused	✓		Application / Interview
	Ability to follow procedures		✓	Application / Interview
	To maintain accurate records, to include orders and stock checks	✓		Application / Interview
Knowledge	Customer Service standards	✓		Application / Interview
	Knowledge of HACCP (hazard analysis and critical control point)		✓	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