

# Café Assistant (Casual)

## Person Specification

We will use these criteria to assess your suitability for the job.

### Essential

1. Excellent customer service skills and an ability to positively communicate with a diverse range of customers in a hospitality setting.
2. Ability to work flexibly as required, as part of the café team to deliver an excellent customer experience.
3. Ability to follow and work within operating processes and procedures and comply with relevant health and safety legislation.
4. Ability to resolve customer enquiries and complaints.
5. Ability to work using own initiative and without supervision at times.
6. Ability to use IT systems to process customer orders and payments.

### Desirable

1. Food hygiene or food handling qualification or certificate.
2. Experience of working in a café/restaurant or similar hospitality venue.

### Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?