

PERSON SPECIFICATION

**POST: Abbey Park Deputy Café Manager**

**DEPARTMENT: Catering**

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|  | **Essential Criteria** | **Desirable Criteria** | **How & When** |
| **Education / Qualification** | * Minimum NVQ Level 1 in hospitality & catering and/or professional cookery
* GCSE grade C or above or equivalent
* Health and Safety and L2 Food Hygiene or Equivalent
 | * Level 2/3 NVQ in Hospitality & Catering
* Train the Trainer
* Aspiring leadership training
* Customer service training
* L3 Food Hygiene
 | Certificates/Application |
| **Skills / Abilities** | * Ability to inspire your team to deliver best service possible
* Good communicator
* Quality Food Production
* Understanding of produce and ingredients
* Stock Control
* Cash Handling
* Customer relations
* Flexible in your approach and have the ability to work on own initiative
* Able to implement systems and consistent standards to manage quality of product and service
* Good Oral and Written Skills
* IT Skills Excel/Word/E Mail
 | * Ability to write menus that are both creative and profitable
* Ability to cost a menu and produce selling prices in line with the GP target
* Rota and food cost budgeting to keep in line with allocated budget
 | ApplicationAssessment CentreReferences |
| **Experience** | * Managing Team over 3 people
* Good food knowledge
* Be able to demonstrate experience in a customer facing retail environment.
 | * Barista trained
* Experience of working in a Healthcare setting
 | ApplicationAssessment CentreReferences |
| **Knowledge** | * COSHH awareness and understanding
 | • Dietary and Allergen awareness | Assessment Centre |
| **Motivation and personal attributes** | * Able to contribute to LOROS’ Values & Behaviours
* Passion for cooking
* Bags of personality and a fantastic work ethic are essential
* 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
 |  | Assessment CentrePerson Specification LPDC Cafe Supervisor December 2019References |