

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Catering / Front of House Assistant / Deputising for Supervisor

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					Certificate
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	
Education & Qualifications	1	NVQ II in Food Preparation and Cooking or equivalent	D	*					
	2	Good standard of education to GCSE equivalent, particularly in English and mathematics	E	*					
	3	In possession of Basic Food Hygiene Certificate	D	*					
Experience	1	Experience of working in a catering environment	E	*	*				
	2	Experience of serving a range of good quality food and drinks	E	*	*				
	3	Experience of dealing with customers on a regular basis and providing excellent customer care	E	*	*				
	4	Experience of supervising staff in a catering environment	E	*	*				
	5	Experience of using a till system and handling payment	D	*	*				
	6	Barista experience	D	*	*				

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



Knowledge	1	Knowledge of operating a range of catering equipment	D	*	*				
	2	Knowledge of procedures for dealing with special dietary requirements and allergens	D	*	*				
	3	Knowledge of food safety and health and safety principles	E	*	*				
Personal Skills	1	Able to work under pressure whilst maintaining quality of product and service	E	*	*				
	2	Pleasant disposition and positive attitude, able to communicate with people at all levels (staff, customers and suppliers)	E	*	*				
	3	Ability to follow instruction but also to lead and use own initiative, working as part of a team	E	*	*				
	4	An understanding of the importance of personal hygiene whilst operating in a customer facing catering environment.	E	*	*				
	5	Flexible attitude to tasks and willingness to help wherever needed	E	*	*				
	6	Excellent communication skills	E	*	*				
	7	Good organisation skills	E	*	*				
	8	Passionate about food and service	E	*	*				
Additional Requirements	1	Prepared to work early starts and occasional work out of hours and lone working	E	*	*				

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	An appreciation and commitment to Health and Safety issues in the workplace	E	*	*				