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| **Employee Specification – Bistro/Hospitality Assistant (Bank)** |  |

St Gemma’s is an equal opportunities employer and promotes the equality of access to employment. St Gemma’s Bank Bistro/Hospitality Assistants are required to follow the specific HR policies supporting recruitment & selection.

| **Attributes** | **Essential** | **Desirable** | **How identified**  **Interview = I**  **Application form = A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Customer service experience | ✓ |  |  |
| Cleaning experience in a catering environment | ✓ |  | A / I |
| Food service experience | ✓ |  | A / I |
| **Knowledge** |  |  |  |
| Awareness of kitchen hygiene practices | ✓ |  | A / I |
| Knowledge of providing an events and functions service |  | ✓ | A / I |
| **Qualifications/Training** |  |  |  |
| Basic Food Hygiene Certificate |  | ✓ | A |
| NVQ Level 2 Customer Services |  | ✓ | A |
| **Skills/Abilities** |  |  |  |
| Good organisational skills | ✓ |  | A / I |
| Good communication skills | ✓ |  | I |
| Basic numeracy skills | ✓ |  | I |
| Ability to work as part of a team | ✓ |  | A / I |
| Ability to work with minimum supervision | ✓ |  | A / I |
| **Personal Attributes** |  |  |  |
| Good interpersonal skills | ✓ |  | A / I |
| Ability to work flexibly | ✓ |  | I |
| Reliable | ✓ |  | I |
| Smart appearance | ✓ |  | I |