

	Person Specification
Job Title	Hospitality Assistant

Qualifications		✓
Essential		
• Level II Literacy and Numeracy		A/I
Desirable		
• Level II Customer Service		A/I
• Barista trained		A/I
• Personal License holder		
Key skills		
Essential		
• Ability to act as an ambassador for the College		A/I
• Ability to interpret and implement standards/legislation		A/I
• Ability to follow policies and procedures		A/I
Experience		
Essential		
• Experience of hospitality and catering functions		A/I
Knowledge		
Essential		
• Ability to demonstrate basic Health & Safety knowledge		A/I
• Follow Health & Safety procedures		A/I
• Reasoning skills		A/I
• Excellent communication and customer service		A/I
• Good team working		A/I
• Negotiation and conflict resolution		A/I
• Willing to undertake training, qualifications and continuous professional development activities		A/I
• Ability to work within College policies		A/I
Desirable		
• Safe Moving & Handling		A/I
Other personal requirements		
Essential		
• Friendly and welcoming		I
• Have an appropriate sense of humour		I
• Be patient		I
• Be polite		I
• Show empathy		I
• Ability to prioritise effectively and remain level headed		I
• Be prepared to work flexibly to fulfil the duties and responsibilities of the post for both core business and hospitality functions in accordance with the needs of the College		I

✓ **How we intend to assess your match with our person specification**

A Application Form

C Assessment Centre

I Interview