

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Physical Attributes	<ul style="list-style-type: none"> • Good attendance record • Professional appearance 	
Qualifications/ Attainments	<ul style="list-style-type: none"> • Minimum level 2 health and safety certificate 	<ul style="list-style-type: none"> • Allergen awareness • Level 2 Food Hygiene certificate
Skills/Knowledge	<ul style="list-style-type: none"> • Self-motivated and has the skills or potential, to perform in a demanding catering environment and meet the challenges it brings • Able to act as a role model for staff and trainees • Highly person-centred with a positive attitude towards people with learning disabilities • Evidence to show you have patience and dedication, when working with people with a learning disability • Enthusiastic about training people with a learning disability. You can prove you are keen to develop their skills and knowledge • Proven record that you deliver a great customer service experience 	

Disposition	<ul style="list-style-type: none">• Able to respond appropriately to a wide range of people• Problem Solver• Drive and energy, with passion for catering• Professional attitude• Attention to detail• Team player• Reliable• Flexible and happy to work outside of normal working hours when required• Patient	
Experience	<ul style="list-style-type: none">• Strong experience of working within a catering establishment	

COMPETENCIES

Competency	
Communication	<ul style="list-style-type: none"> • Actively listen and respond appropriately to customers, colleagues and management • Ability to articulate ingredients within menu choices along with providing allergen awareness • Ability to speak clearly and with a level of confidence to ensure an understanding • Confidence to upsell in order to generate income and develop the customer experience
Customer understanding	<ul style="list-style-type: none"> • Actively offer support and guidance to customers on allergen information and menu choice • Actively seek feedback from the customer about their experience and share this with the team to aid improvement and development • Good Health and Food Standards in order to give the customer a safe and comfortable experience
Building Great Relationships	<ul style="list-style-type: none"> • Support the team in working together and achieving the ultimate goal of a great customer experience • Work closely with the kitchen team in order to understand the daily allergens • Promote an excellent customer service that encourages the customer to return
Thinking and Decision Making	<ul style="list-style-type: none"> • Adapt and act upon feedback • Responding to the customer needs, whilst sometimes working under pressure
Accountability and Achievement	<ul style="list-style-type: none"> • Delivering a high quality customer experience, whilst gaining good on-line feedback that sights you as an individual • Working towards and striving to exceed key performance indicators, including sales targets and ideas to generate income
Managing and Developing People	<ul style="list-style-type: none"> • Supporting the team that you work alongside, sharing knowledge, experience and feedback • Support in the development of training others in basic catering tasks
Personal behaviours and approach	<ul style="list-style-type: none"> • Believes in, adopts and advocates Hoople's vision and values • Ability to adapt and work under pressure • Manage time effectively • Takes pride in delivering a high-quality service