# PCCLogo-Landscape

# EMPLOYEE

## SPECIFICATION

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| **Directorate: Communities and Environment** | | **Section: Avenham Pavilion Cafe** | |
| **Post No:**  **ENPS01040** | **Designation:**  **Casual Cafe Assistant** | | **Grade: FLW £12 an hour** |

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| **Qualification:**  **D** GCSE Maths and English at Grade C or above or equivalent  **D** Level 2 Food Hygiene Certificate |
| **Knowledge/Skills/Abilities:**  **E** High level of enthusiasm, energy and commitment  **E** Helpful and polite to the public at all times  **E** Excellent customer service skills  **E** Ability to stay calm and cope under pressure  **E** Have the ability to undertake simple cash handling  **E** Ability to pass on information about menus and food ingredients  **E** Preparing basic hot and cold foods  **E** Ability to assist with setting up café and counter, before during and end of day  **E** Help with general cleaning and tidying  **E** Ability to undertake lifting and handling of equipment (with the appropriate training)  **E** To be self-motivated **E** Aware of Food Safety and Food Hygiene (training available)  **D** Knowledge of stock control  **D** Experience of till and chip and pin operation |
| **Experience:**  **E** Experience of dealing with the public  **D** Experience as a barista in a busy environment (training available)  **D** Experience of working in a café or other customer-facing role |
| **Special Requirement:**  **E**  Be willing to undertake appropriate training  **E** Be of smart appearance  **E** Have a pleasant and courteous manner  **E** Be willing to work extra hours to cover holidays, sickness, etc and to work alone during  lunchtimes and other occasions  **E** Able to work Monday – Sunday daytimes |
| NB E Essential  D Desirable |