Personal Skills Characteristics	Essential	Desirable	Method of Assessment	Short-listing Criteria
1. Experience				
Experience of working in a busy bar/catering environment	✓		AF/I/R	✓
Experience of working in a customer-focused environment	✓		AF/I/R	✓
Experience of managing staff and an ability to delegate effectively	✓		AF/I/R	✓
Experience of cash handling and reconciliation	✓		AF/I/R	✓
Experience of reporting sales performance, and setting daily targets	✓		AF/I/R	✓
Experience of working in conjunction with a marketing officer/team to drive footfall / turnover	✓		AF/I/R	✓
Experience of implementing and maintaining cost control measures	✓		AF/I/R	✓
Experience of negotiating with suppliers	✓		AF/I/R	✓
2. Qualifications and Training				
Numerate and literate to GSCE level or equivalent	✓		AF/CQ	✓
BIIAB Level 2 Award for Personal Licence Holders (QCF) (Currently held or able to meet criteria)	✓		AF/CQ/I	✓
Level 2 Food Hygiene & Safety (Basic Food Hygiene Certificate)		✓	AF/CQ	
Customer care qualification		✓	AF/CQ	
Computer literate and confidence using spreadsheets and databases	✓		AF/I	✓
3. Special Skills / Knowledge				
Knowledge of Health /Safety and Food Hygiene		✓	AF/I	✓
Advanced knowledge of product offering eg draught, spirits, wines, coffee	✓		AF/I	✓
4. Personal Qualities				
Ability to work on own initiative	✓		AF/I/R	
Ability to motivate and lead a team	✓		AF/I	✓
Strong team player	✓		AF/I	
Ability to work to deadlines	✓		AF/I	✓
Excellent communication skills	✓		AF/I/R	
An interest in working in an arts environment		✓	AF/I	
An ability to remain calm and work effectively under pressure	✓		AF/I/R	✓

Strong organisational skills	✓		AF/I	✓
Immaculate attention to detail	✓		AF/I	
A good sense of humour		✓	AF/I	
Reliable	✓		R	
Honest	✓		I/R	
5. Personal Circumstances				
Ability and willingness to work flexible hours including evenings, weekends and bank holidays, as required	✓		AF/I	✓
6. Physical Requirements				
Good sickness/attendance record in current/previous employment, college or school as appropriate, (not including absences resulting from disability).	✓		I/R	

Key: AF – application form, I – interview, CQ – certificate of qualification, R - references

This specification has been prepared in accordance with the requirements of The Courtyard's Equal Opportunities in Employment Policy.

Specification completed by: **Matt Coles**

Designation: **Commercial Manager**

Date: **August 2019**