Person Specification

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| Job title: | Hospitality Representative |
| Job Family/Grade/Level: | Catering/Grade 1/CAT1 |
| Summary of role: | **<<to be read in conjunction with the relevant role profile>>**Based within Financial Services, Facilities Management, and reporting to the Hospitality Team Leader you will deliver a professional hospitality service to visitors to Glasgow’s visitor attractions and venues. The key responsibilities of the role are:* Providing excellent customer service to the variety of visitors to City attractions and venues
* Undertaking housekeeping and cleaning duties
* Supporting the busy banqueting operation, by performing set up and breakdown of functions
* The efficient handling of payments for goods and services i.e. cash/credit card and operation of a computerised system. Working within legislative standards for food safety, health and hygiene
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| **Criteria** | **Essential** | **Desirable** | **Evidence** |
| Education, qualifications & training |  |  | [x]  App. Form[x]  Interview |
| Skills | * Good literacy and numeracy skills
* Excellent communication skills and the ability to provide a positive customer experience
* Ability to organise daily work routines and co-ordinate work load
* Capacity for understanding and following straightforward instruction.
 |  | [x]  App. Form[x]  Interview[x]  References |
| Knowledge | * Food Hygiene Awareness
 |  | [x]  App. Form[x]  Interview[x]  Reference |

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| **Criteria** | **Essential** | **Desirable** | Evidence |
| Personal Effectiveness | * Speaks clearly and calmly, and is tactful
* Good listener
* Sorts out information appropriately, and writes, or inputs, it correctly.
* Participates in all training required
 | * Knows what results need to be achieved, and how to achieve them
* Keeps up-to-date with any changes in the skills and knowledge needed
 | [x]  App. Form[x]  Interview |
| Providing Excellent Customer Service | * Treats customers fairly and consistently
* Provides a professional, polite and high quality service.
 | * Demonstrates accountability for their action
 | [x]  App. Form[x]  Interview |
| Managing Change | * Can respond to change
 | * The ability to multi task
 | [x]  App. Form[x]  Interview |
| Delivering Results | * Keen to do things, and to do them well
* Ability to work to tight deadlines
 |  | [x]  App. Form[x]  Interview |