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 |  |  | App. Form  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. |  | App. Form  Interview  References |
| Knowledge | * Food Hygiene Awareness |  | App. Form  Interview  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 | App. Form  Interview |
| Providing Excellent Customer Service | * Treats customers fairly and consistently * Provides a professional, polite and high quality service. | * Demonstrates accountability for their action | App. Form  Interview |
| Managing Change | * Can respond to change | * The ability to multi task | App. Form  Interview |
| Delivering Results | * Keen to do things, and to do them well * Ability to work to tight deadlines |  | App. Form  Interview |