

# BROADWAY

Customer Service Assistant - PERSON SPECIFICATION				
	Essential Criteria		Desirable Criteria	
Experience	Customer service experience within a busy bar, café, restaurant or other relevant hospitality environment	A/I	Experience of dealing with difficult customer situations	I
			Experience of servicing hospitality events (e.g. weddings, corporate events, private parties)	A/I
	Previous till and card transaction experience	A/I		
Knowledge	Competent in the use of an EPOS system or similar till system	A/I	Trained First Aider	A
	Knowledge of Health & Safety requirements in a hospitality setting	I	Knowledge of food hygiene practice	A
	Commitment to upholding Broadway brand values through service	A/I		
	Commitment to diversity and inclusion in Broadway's activities	I		
	Confidence, courtesy and a professional approach to dealing with members of the public	I		
Skills & Attributes	Willing and able to work flexible hours, including evenings, weekends and bank holidays	A/I		
	Supports and contributes to positive team working behaviour	A/I		
	Excellent personal time management and prioritisation skills	I		
	Ability to deal with difficult situations in a calm and professional manner	I		
	Ability to follow instructions in a timely way and able to show initiative	A/I		

- A** = to be demonstrated in the application form  
**I** = to be demonstrated at interview  
**T** = to be demonstrated by completing a measurable test