

CUSTOMER SERVICE ASSISTANT - PERSON SPECIFICATION
July 2012

	Essential Criteria		Desirable Criteria	
Experience	Experience of working in a busy bar, catering or public venue	A/I		
	Experience of cash handling	A/I		
Knowledge	Basic knowledge of licensing laws relating to cinema exhibition and sale of alcohol	A/I	Knowledge of food hygiene practice	A/I
	Maths to GCSE C or above	A	Knowledge of first aid	A
	Use of an Epos system or similar till system	A	Interest and enthusiasm for film and the creative arts	A
Skills & Attributes	A commitment to achieving an excellent standard of customer care	I		
	Confidence, courtesy and a professional approach to dealing with members of the public	I		
	Friendly and personable, able to communicate well with a broad clientele	I		
	Ability to work well within a team, and support colleagues	I		
	Good punctuality and personal presentation	I		
	Honest and reliable	I		
	Flexible approach to working hours	I		
	A willingness to help out in other areas of the organisation if needed	I		

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