

**PERSON SPECIFICATION
CASHIER/RECEPTIONIST**

Skills	Requirements	E/D	Measurement
Personal Skills	Ability to communicate effectively with a wide range of audiences in a friendly & polite manner	E	1,3
Personal Skills	Able to work within a team environment as well as an individual	E	1,3
Personal Skills	Committed to providing high quality customer services	E	1,3
Personal Skills	Capable of undertaking multi-tasking	E	1,3
Personal Skills	Capable of prioritising tasks	E	1,3
Experience	Working within a busy customer based reception environment.	D	1,3
Experience	Good communication skills (written & verbal).	E	1,3
Experience	Ability to accurately record booking information.	E	1,3
Experience	Dealing with difficult customers to resolution	D	1,3
Experience	Accepting payments for goods & services.	D	1,3
Attainments/Qualifications	Maths & English pass at G.C.S.E. or equivalent	E	1,3,4
Attainments/Qualifications	Customer care.	D	1,3,4
Knowledge	Operation of computerised booking system	D	1,3
Knowledge	Good understanding of high quality customer care.	E	1.3
Special Requirements	- A flexible approach to work.	E	1,3

Car Allowance:

This post does not carry a designated car user status.

E/D:

Essential (E)
Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]