**PERSON SPECIFICATION CRITERIA**

**COOKERY SCHOOL MANAGER**

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|  | **Essential** | **Desirable** |
| **VALUES, QUALIFICATIONS OR EXPERIENCE** | | |
| An interest in and desire to work towards the Vision, Mission and Aims of Silver Stag of Scotland’s Cookery School including a commitment to healthy diet and living | **x** |  |
| Worked successfully in a customer facing role at management level in similar hospitality surroundings with commitment to excellent customer service. |  | **x** |
| At least 3 years relevant experience, ideally in a four- or five-star environment |  | **x** |
| Flexible and adaptable approach to work to changing workload and priorities during busy times. | **x** |  |
| High degree of understanding of health and safety at work and practical experience of implementation, monitoring and developing best practice. | **x** |  |
| Relevant food and drink training and certifications. |  |  |
| Demonstrable passion for customer service and delivering first-class customer experiences | **x** |  |
| **COMMUNICATION SKILLS** | | |
| Excellent communication and organisational skills | **x** |  |
| Experience in understanding and managing social media and the ability to build, develop and maintain key relationships. |  | **x** |
| **WORKING WITH PEOPLE** | | |
| Excellent interpersonal and communication skills and confidence in dealing with a wide range of staff, visitors and other stakeholders, with a friendly, confident, and well-presented | **x** |  |
| Demonstrable passion for customer service and delivering first-class customer experiences | **x** |  |
| High standard of personal presentation and meticulous eye for detail | **x** |  |
| Experience with dealing with a similar high end customer base with a true “muck in” attitude | **x** |  |
| History of enhancing customer experience and exceed their expectations, including dealing with customers feedback and complaints in a timely and professional manner | **x** |  |
| Being visitor/customer focused by being visible, approachable and quick to exceed expectations in fulfilling customer need | **x** |  |
| Good verbal communications skills and ability to communicate effectively with a diverse range of people including children and young people |  | **x** |
| An enhanced PVG | **x** |  |