

# Skills for Part-time Work

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## Bar and Waiting Staff

- a friendly, welcoming and hospitable person
- good at handling cash and memorising orders
- tactful, but firm, when dealing with difficult customers
- excellent communication and customer service skills
- to work quickly and stay calm under pressure
- trustworthy and punctual

## Retail- Sales Assistant

- have an approachable, friendly and polite manner
- have good communication skills
- have a smart personal appearance
- possess good numeracy skills
- enjoy providing a good level of customer service.
- flexible willing to work at short notice and evenings and weekends

## Admin/Clerical/Office worker

- good interpersonal and communication skills
- able to work to tight deadlines
- able to manage several projects at once and prioritise their workload
- work well with personnel from all levels
- have an interest in business and commerce
- IT skills
- Willingness to do routine tasks

## Catering- Kitchen Staff

- good team work
- carry out tasks quickly and efficiently
- knowledge of hygiene, health and safety rules (often given in training)
- flexible approach to work
- strong interest in food

## Customer Service/Call Centre worker

- have excellent communication skills
- be polite, confident and friendly
- understand the needs of customers
- enjoy working with people and be interested in the employer's business
- Foreign language skills may be useful for some roles

## Healthcare Workers/Personal Support

- able to relate to people of all ages and gauge feelings well
- excellent communicators and listeners
- sensitive to different cultures and religions
- caring and patient
- interested in the care and well-being of people
- interested in offering practical support to help people.



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### **Interpreting Work/Translation Work**

- be fluent in one or more foreign languages
- understand how foreign languages are used by native speakers
- have a clear, fluent speaking voice
- be confident and quick-thinking
- be discreet, honest and responsible
- write clearly and pay great attention to detail

### **Marketing/Promotional Work/Market Research**

- be an excellent communicator and think creatively
- good customer service skills
- enjoy meeting and talking to people
- be comfortable talking to group of individuals and groups
- able to talk enthusiastically about a wide range of products
- able to understand and absorb product information to answer customer queries

### **IT/Web Designing Work**

- have skills in software programming and graphics
- have creativity and imagination
- be adaptable and able to pick up new techniques
- have good interpersonal and communication skills
- the ability to explain technical matters clearly to people who may have little knowledge of IT
- good understanding of social media

### **Manual Work/Cleaning**

- a good level of strength and fitness
- good practical skills
- awareness of health and safety
- enjoyment of working out doors
- good team work skills

### **Leisure /Sport**

- a keen interest in sport and fitness activities
- awareness of health and safety
- good communication skills and customer service skills
- willingness to do routine tasks
- physical fitness and stamina.
- experience of working with children

### **Education**

- experience of working with children
- the ability to build good relationships with children, teachers, parents and carers
- a basic understanding of how children develop and learn
- flexibility and creativity
- the ability to work as part of a team
- good reading, writing and numeracy skills
- DBS check

### **Stewarding/Security**

- a good level of physical fitness
- the ability to make decisions quickly
- good customer service skills and strong communication skills
- knowledge of health and safety regulations and licensing laws
- good powers of observation and reliable