

WORKING WITH OTHERS

PROBLEM SOLVING

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

EMPLOYABILITY SKILLS

- Being a member of a team or crew
- Attending department meetings
- Helping other staff and customers
- Following instructions from a manager

KEY SKILLS

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

- Understanding the importance of cleanliness
- Understanding the importance of good appearance
- Getting on well with many different types of people
- Being punctual and reliable
- Showing initiative
- Having a positive attitude
- Being flexible
- Following a dress or uniform code

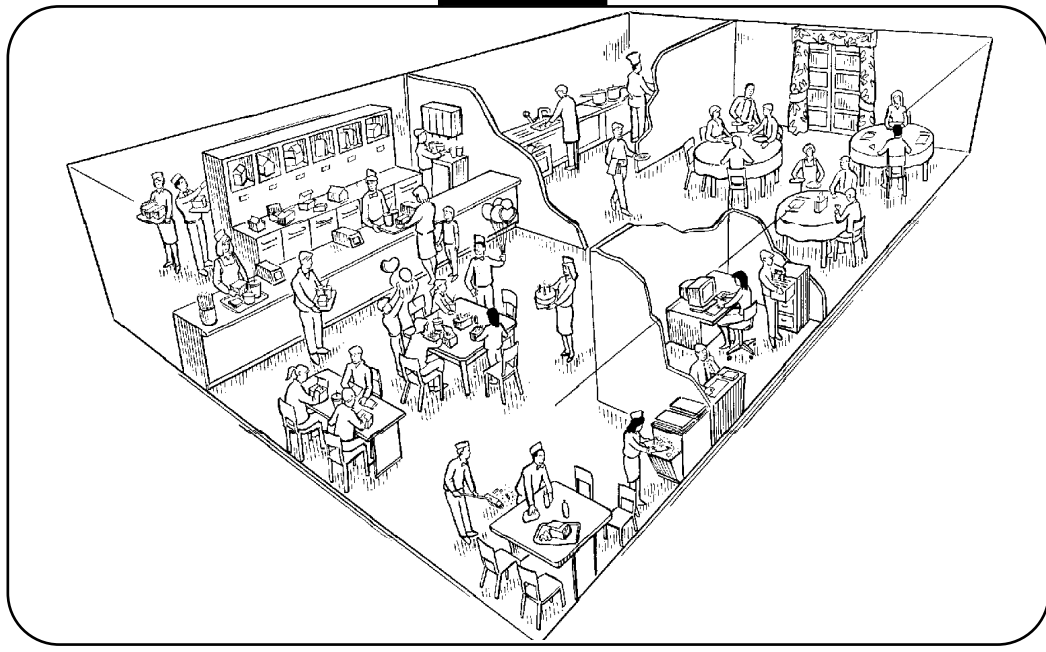
WORK SKILLS

- How to deal politely with customers
- How to serve food

- How to take clear telephone messages
- How to present yourself and give a good impression
- How to present food attractively
- How to operate rules of food safety
- How to lift properly

WORK TASKS

- Preparing and clearing areas for table service
- Answering the telephone
- Welcoming guests
- Packing take-away food
- Providing counter service
- Tidying the store room
- Making sure you and others follow health and safety rules
- Observing and helping someone prepare food
- Emptying the dishwasher
- How to keep the place clean and tidy - good housekeeping
- How to use utensils and equipment safely
- How to avoid accidents
- How to maintain a hygienic environment



- Recognising new skills you have gained
- Setting targets with your supervisor
- Meeting targets and deadlines
- Identifying new skills
- Receiving and checking stocks
- Reporting on stock checks
- Using tills and giving change

- Cleaning cloakrooms
- Collecting ingredients
- Washing pots
- Tidying and cleaning surfaces in the kitchen
- Simple preparation of food, e.g. vegetables
- Unloading deliveries

- Communicating clearly to other staff
- Speaking clearly and politely to customers
- Reading information
- Taking part in discussions with your manager and other staff

- Evaluating the use of IT in the business
- Using point-of-sale tills

COMMUNICATION

INFORMATION TECHNOLOGY