Basic job skills:

Canteen assistant

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| **Tasks for the canteen assistant:**   * prepare hot and cold food * operate the cash register * serve customers * order goods * keep the kitchen and serving area tidy and in good order * do the cleaning and dishwashing * restock goods |

**Reading**

**On a daily basis the canteen assistant will:**

* read signs and symbols
* read work schedules and attendance lists
* read messages from the supervisor and colleagues
* read various information posters
* read product date stamps and use-by dates

**Regularly the canteen assistant will:**

* read product descriptions
* read information about food dishes
* read recipes
* read management information letters
* read instructions on the processing of food and operation of appliances
* read order lists
* read menus
* read messages and emails

**Occasionally the canteen assistant will:**

* read health, safety and environment (HSE) instructions relating to hygiene, fire etc.
* read their own payslip
* read symbols and warning signs
* read guidelines for waste management
* read manuals for new equipment
* familiarise themselves with new or amended internal procedures
* read employment contracts and forms relating to their employment relationship
* read and check goods receipt forms

**Writing**

**On a daily basis the canteen assistant will:**

* write short messages to themselves or others
* record the cash register settlement
* write lists of ingredient or menus with information about allergies and food intolerances

**Regularly the canteen assistant will:**

* sign for, sign and verify forms
* order goods and fill in order forms
* sign for receipt of goods
* write messages and emails

**Occasionally the canteen assistant will:**

* fill in forms relating to their own employment relationship
* write notes and assignments in connection with training
* write the menu of the day
* write information posters for canteen users
* write short reports on non-conformities in the canteen

**Oral skills**

**On a daily basis the canteen assistant will:**

* take orders from customers
* receive instructions from the supervisor or colleagues
* recommend dishes and explain the menu
* talk to customers and colleagues
* receive oral messages from colleagues and customers
* listen to and give oral reports

**Regularly canteen assistant will:**

* provide information about planned procedures and menus for the week
* talk on the phone, receive and give messages
* talk to suppliers
* talk to colleagues about customers’ wishes and orders
* talk to colleagues about social activities

**Occasionally the canteen assistant will:**

* talk to colleagues and supervisors about their own work situation
* talk about training
* conduct performance reviews with the supervisor
* report acute incidents or accidents
* ask if anything is unclear
* report illness or absence
* suggest changes to assignments and working methods

**Numeracy**

**On a daily basis the canteen assistant will:**

* settle the cash register
* keep track of change
* use the four arithmetic operations
* read and follow simple recipes

**Regularly the canteen assistant will:**

* fill in timesheets
* check their own payslip
* convert units of measurement
* adapt recipes and calculate the right quantities
* count and keep track of stocks
* assess mixing ratio when using detergents
* read temperatures and check that they are within the approved limits

**Occasionally the canteen assistant will:**

* calculate their own tax or holiday pay
* make estimates of quantities in connection with purchases
* measure quantities of ingredients when cooking
* check invoices
* calculate resource consumption in relation to expected use
* check the date on various products and calculate their shelf life

**Digital skills**

**On a daily basis the canteen assistant will:**

* use cash registers
* fill in information in cash settlement forms
* register working hours in electronic forms
* use a calculator
* use a scanner

**Regularly the canteen assistant will:**

* use spreadsheets
* find updated recipes
* check meetings or appointments
* find forms on a computer, online or on the intranet
* send and receive messages and emails
* use a smartphone and tablet with different apps relating to tasks

**Occasionally the canteen assistant will:**

* find new recipes for nutritious food
* save recipes in folders
* check HSE procedures online
* use various training resources
* use standard office software
* submit and receive order lists
* help customers with electronic payment solutions
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication