Basic job skills:

Cafe and restaurant worker

**Tasks for the cafe and restaurant worker:**

* serve customers food and drink
* serve and help customers
* establish customer relations
* tidy up and clean
* update menus
  + order goods and keep lists of stocks
* work as part of a team
* work hygienically and efficiently

**Reading**

**On a daily basis the cafe and restaurant worker will:**

* read work schedules
* read product information on goods
* read and check payment cards and IDs
* read documents and packing slips when receiving goods
* read menus
* read product content lists to check allergens and product content

**Regularly the cafe and restaurant worker will:**

* read orders from customers
* read recipes and food-related articles
* read and understand offers and information about products from different suppliers
* check the inventory status of products
* read up-to-date information from the Norwegian Food Safety Authority
* read messages and emails
* read internal procedures relating to handling and processing of food
* read timestamps and expiration dates

**Occasionally the cafe and restaurant worker will:**

* read information relating to their own employment relationship
* read plans for promotions and special offers to customers
* read social media posts and comments
* read and check requisitions
* read procedures and rules for handling non-conformities
* read information about health, safety and the environment (HSE)
* read technical reference material in connection with courses and other training
* read user manuals for equipment and machinery
* read information relating to their own employment relationship
* read waste management information for various products

**Writing**

**On a daily basis the cafe and restaurant worker will:**

* write a log from their own shift
* write notes and reminders to themselves and others
* sign for and register goods received
  + document that procedures for handling products and waste have been complied with

**Regularly the cafe and restaurant worker will:**

* write down enquiries from customers and suppliers
* fill in non-conformity and claim forms
* provide written information and instructions to their colleagues and their own manager
* write messages and emails
* fill in order lists

**Occasionally the cafe and restaurant worker will:**

* fill in and sign requisitions
* write down new procedures
* write posters and signs to inform customers
* document work-related non-conformities and incidents
* take notes and write assignments in connection with courses
* fill in work-related forms and applications
* write posts and respond to messages on social media
* sign for received goods

**Oral skills**

**On a daily basis the cafe and restaurant worker will:**

* receive and respond to inquiries
* make customers feel welcome
* present the menu and, if relevant, daily recommendations to customers
* give oral reports on incidents occurring during their shift
* have conversations with the manager and colleagues to coordinate the work
* inform customers about membership benefits
* share information with colleagues in connection with shift handover

**Regularly the cafe and restaurant worker will:**

* receive and deal with complaints from customers
* receive information from the manager and colleagues
* talk to distributors and suppliers
  + understand the importance of being service-minded and be familiar with different communication situations
* discuss working hours and shift arrangements
* guide customers in the use of payment solutions
* explain the allergen content of different dishes
* guide customers to give them a good experience

**Occasionally the cafe and restaurant worker will:**

* + receive information about new systems, procedures and products
  + take part in training
  + receive guidance in correct work postures and techniques
  + discuss their own working conditions and training needs with their manager
  + discuss and provide input to safety and employee representatives
  + report incidents occurring during their own shift to the manager or colleagues
  + deal with dissatisfied customers
  + know how to handle intoxicated, threatening and violent customers

**Numeracy**

**On a daily basis the cafe and restaurant worker will:**

* check that the number of items matches the invoice on delivery
* check customers’ receipts in the event of complaints/refunds
* register payments
* understand symbols and product code lists
  + check the date on various products
  + do the daily cash settlement
  + prepare underlying invoice documentation

**Regularly the cafe and restaurant worker will:**

* check their own payslip
* fill in timesheets
* calculate prices and discounts given as a percentage
* check bills and invoices
* consider offers from different suppliers
* check and assess the price of goods
* take readings from measuring instruments

**Occasionally the cafe and restaurant worker will:**

* check stocks
* make estimates of quantities in connection with purchases
* organise seating arrangements for large groups
* calculate required seating for table bookings

**Digital skills**

**On a daily basis the cafe and restaurant worker will:**

* handle various payment solutions
* search databases
* operate a payment terminal
* register and check goods
* register working hours

**Regularly the cafe and restaurant worker will:**

* check product information
* send and receive messages and emails
* order goods from various suppliers
* register goods received
* use a smartphone and tablet with different apps relating to tasks

**Occasionally the cafe and restaurant worker will:**

* take photos to document incidents or non-conformities
* use bank services to deposit the cash register settlement
* find and save campaign material
* help customers with various payment services
* update themselves on HSE issues
* use various training resources
* use social medial to advertise their own business
* stay up to date on environmental requirements in relation to waste management
* use QR codes and barcodes as needed
* use standard office software
* use various digital arenas for collaboration and communication