



RETAIL MEAT CUTTER (NOC 6251)

Job Definition¹:

Retail meat cutters prepare standard cuts of meat for sale in food establishments. They are employed in supermarkets, butcher shops, or may be self-employed.

Additional Occupational Information²:

Retail Meat Cutters prepare standard cuts of meat, poultry, fish and shellfish for sale in retail food establishments. Meat cutting applications for Retail Meat Cutters are generally involved in cutting from partial carcass or large cut. In many cases Retail Meat Cutters are also meat, fish and seafood retail service specialists.

Overview:

This Occupational Language Analysis (OLA) presents Canadian Language Benchmarks (CLB) competencies and typical listening, speaking, reading and writing tasks performed at a competent level by retail meat cutters. The tasks are illustrative only, and do not provide a complete sample of what a retail meat cutter does on the job. Other essential skills such as numeracy and computer skills are beyond the scope of the OLA. The content of the OLA was validated by people employed in the occupation and by CLB experts. It was developed by CLB experts using three key resources:

- the *Canadian Language Benchmarks 2000*, Centre for Canadian Language Benchmarks and Citizenship and Immigration Canada
- *National Occupational Standards for Retail Meat Cutter: 2007*, Canadian Food Industry Council
- the *Essential Skills Profile for Retail Meat Cutter(NOC 6251)*, Canadian Food Industry Council, 2007

For a more complete picture of the competencies that are needed to perform this occupation, refer to these source documents.

¹ Essential Skills Profile for Retail Meat Cutter (NOC 6251), Canadian Food Industry Council, 2007

² National Occupational Standards for Retail Meat Cutter: 2007, Canadian Food Industry Council

How to Read this Occupational Language Analysis:

The titles, numbers and sequence of categories are based on the *Canadian Language Benchmarks 2000*, which address four major skill areas: Speaking, Listening, Reading and Writing. CLB competencies (language descriptors) are entered at the left margin and followed by a number indicating the benchmark level (1 - 12) for each competency. Sample occupational tasks (work/task descriptors) drawn from the Essential Skills Profile or the National Occupational Standards are indented and italicized underneath each competency and referenced to their source, as follows:

Task Source	Reference	Example
Essential Skills Profile	ES + the first letters of the profile section	(ES-DU) = Essential Skills Profile, Document Use section
National Occupational Standard	NOS + the section/subsection	(NOS-2.01b) = National Occupational Standards - Skill 2; Subskill 01; Supporting Knowledge and Ability (b)

Comparative Ratings:

The following chart compares typical and most complex essential skills ratings for retail meat cutters, based on the Essential Skills Profile, to the corresponding range of CLB ratings, as suggested in the *Relating Canadian Language Benchmarks to Essential Skills: A Comparative Framework*³. These are general ranges and there may be some language tasks that fall outside of this range.

Skill Area	Typical		Most Complex	
	Essential Skills	CLB	Essential Skills	CLB
Speaking	1 - 2	5 - 8	2	6 - 8
Listening	1 - 2	5 - 8	2	7 - 8
Reading	1 - 2	3 - 6	3	7 - 9
Writing	1 - 2	4 - 7	2	6 - 7

Common Conditions of Communication:

Condition	Description
Purpose	Providing customer service, taking/giving direction or information, marketing/selling, documentation
Audience	Customers (typically one-on-one), co-workers, supervisors, inspectors
Context	Varied in type and pace; personal interaction, typically informal; can often be environmental noise caused by meat cutting equipment, store music and the public address system
Topic	Typically concrete and familiar, specialized and technical
Mode	Usually face-to-face, by phone (occasionally)

³ Relating Canadian Language Benchmarks to Essential Skills: A Comparative Framework, Centre for Canadian Language Benchmarks, 2005

Skill: Speaking

I. Social Interaction

Interpersonal Competencies

Greet, introduce self and ask about the other person. (CLB 3)

- great customers with a smile, remember names of repeat customers, offer assistance (NOS-1.02b)

Open, close and respond to short casual small talk. (CLB 4)

- greet customers immediately and courteously; acknowledge customers waiting in line; establish rapport with customers, e.g., initiate conversation; introduce self in a professional and friendly manner; use customer's name if known (NOS 2.03c)

Leave a short simple message. (CLB 4)

- leave voicemail (NOS-4.07i)

Open, maintain and close a short routine formal conversation. (CLB 6)

- interact with customers [requiring] knowledge of meat qualities, food safety, and customer preferences (ES-OC)
- respond to customer questions and comments (ES-WWO)

Respond to a minor conflict or complaint. (CLB 8)

- handle customer issues respectfully focussing on a solution, response and/or resolution (NOS-2.02i)
- speak politely to disruptive customers, e.g., do not be rude or argumentative, attempt to diffuse the situation (NOS-6.08b)
- may discuss shipment errors with suppliers, such as items being included on invoices but not included in shipments (ES-OC)

Conversation Management

Encourage others in a conversation by showing interest. (CLB 5)

- establish rapport with customers, e.g., initiate conversation (NOS-2.03e)
- encourage/support others (NOS- 3.04h)
- indicate an interest in what other person has to say (NOS-4.01a)

Encourage conversation by adding supportive comments. (CLB 6)

- interact sincerely, e.g., avoid being condescending (NOS-1.08d)
- encourage speaker to keep talking, e.g., nod head, say words like "yes", "uh-huh", "okay", "I see" (NOS-4.03a)

Confirm own comprehension. (CLB 7)

- ask questions to confirm understanding (NOS-4.01a)
- confirm understanding by asking questions or repeating message in own words (NOS-4.03a)

Use a number of strategies to keep the conversation going: hold the floor; resume after interruption; change topic. (CLB 7)

- use effective non-verbal communication, e.g., body language such as posture, gestures, or facial expressions (NOS-4.02h)

Phone Competencies

Take live phone messages with five to seven details. (CLB 7)

- communicate by telephone: answer telephone promptly and professionally; take accurate and detailed messages, e.g., repeat information; take orders for products/services (NOS-4.07a)

Carry on a brief phone conversation in a professional manner. (CLB 8)

- use a telephone, for example, placing an order with a supplier (ES-OC)

II. Instructions

Give sets of simple everyday instructions and directions. (CLB 4)

- inform other workers or demonstrate to them how tasks are to be performed (ES-WWO)
- give instructions (NOS- 4.04h)

Give an extended set of sequentially presented simple clause instructions/directions on daily routine actions. (CLB 5)

- assign routine tasks to other workers (ES-WWO)
- explain workplace tasks, e.g., training new staff (NOS-4.04i)

Give clear instructions and directions related to moderately complex familiar technical and non-technical tasks. (CLB 7)

- give instructions, orders, or requests by telephone (NOS-4.07h)

III. Suasion (Getting Things Done)

Ask for, offer, and accept assistance. (CLB 3)

- offer to help co-workers when necessary (NOS-1.02g)*
- ask for assistance or guidance (NOS-1.04h)*
- offer extra assistance if required, e.g., open doors, carry packages (NOS-2.07f)*
- ask for assistance with awkward or very heavy items (NOS-6.06g)*

Request, accept or reject goods or services, assistance or offer in a service or sales situation. (CLB 4)

- receive customer complaints about poor quality of specific cuts of meat. They respond by examining meat, offering customer a better quality of cut for same price, and may give money back after purchase (ES-TS)*
- ask the supervisor, manager or customer for specific number of cuts required for a large event order (ES-TS)*
- order and receive supplies (ES-WWO)*

Give simple informal advice. (CLB 5)

- recommend cooking times, temperatures for products, rest times, and how to test for doneness (NOS-12.04e)*
- recommend carving techniques (NOS-12.04f)*
- offer suggestions for preparing product (NOS-2.02h)*
- identify appropriate cooking techniques for each type of product (NOS-12.04a)*

Call for emergency assistance. (CLB 5)

- call for help, e.g., dial 9-1-1 (NOS-6.07b)*
- contact emergency personnel (NOS-6.07b)*

Make a simple formal suggestion; provide reason. (CLB 6)

- discuss products and make recommendations for customer consideration. For example, they advise customers on how to break down a side of beef and what to do with different cuts (ES-OC)*
- use suggestive selling techniques, e.g., make recommendations, provide samples, describe new/special products; suggest add-ons, e.g., sauces; use cross-selling techniques, e.g., suggest complementary products such as prawns with steak (NOS-2.09a)*
- suggest point-of-sale items to complement meats and other products, e.g., sauces, seafood (NOS-12.02c)*
- recommend meat enhancement techniques to accompany cooking methods (NOS-12.04c)*

Make a verbal request for an item. (CLB 6)

- use intercom to request manager's presence in meat department (ES-OC)*
- contact maintenance to request a repair to the equipment or fix the equipment, if appropriate (ES-TS)*
- make requests, e.g., ask for help/assistance (NOS-4.04f)*

Give and respond to a warning; discourage others. (CLB 7)

- warn others of hazards (NOS-6.01i)*

Request a word. Ask for and respond to recommendations or advice. (CLB 7)

- discuss expectations, satisfaction with products, events, and any special instructions (ES-OC)*
- explain differences between cuts of beef to customer (ES-OC)*
- encourage/obtain feedback from customers (NOS-2.20f)*

Make an extended suggestion on how to solve an immediate problem or make an improvement. (CLB 7)

- report poor quality of meat from a supplier to management or deal with the supplier directly, taking into consideration the size of order, previous history of orders with the supplier, and effects on customer orders (ES-TS)*
- make suggestions on improving work processes (ES-WWO)*

Indicate problems and solutions in a familiar area. (CLB 8)

- handle customer concerns/complaints; thank customer for bringing problem to [their] attention; apologize for error or inconvenience; resolve problem, e.g., suggest possible solutions, seek customer's approval of alternatives, take action; follow up with customer if everything was alright next time he/she is in the store (NOS-2.11g)*
- identify possible solutions, negotiate solution/alternatives (NOS-1.09d)*

IV. Information

Presentations

Describe a daily routine. (CLB 5)

- describe products/services offered (NOS-1.04d)
- describe own level of authority (NOS-3.02e)

Relate a detailed sequence of events from the past; tell a detailed story, including reasons and consequences. (CLB 6)

- be accurate and factual, e.g., present the facts, state when information is a personal opinion (NOS-1.06e)
- inform supervisor of concern/complaint and how it was resolved (NOS-2.11k)

Describe and compare people, places etc. (CLB 6)

- speak fairly about competitors, i.e., other companies (NOS-1.06h)
- describe standard offerings and specials, e.g., daily specials, special promotions, seasonal offerings (NOS-2.05a)
- describe new products to attract customers, e.g., provide samples, point out features and benefits (NOS- 2.06g)
- use descriptive words (adjectives, adverbs) and examples to clarify meaning (NOS-4.04c)
- describe other characteristics of meat, including dark-cutters, moisture, colour, tenderness and marbling; describe nutritional components/value of meat, e.g., protein, carbohydrate, fat, cholesterol; describe aging process (NOS-11.01a-e)

Describe a simple process. (CLB 6)

- describe services offered, e.g., special orders, catering, delivery (NOS-2.05b)
- explain product grading system to customers (NOS-2.06e)
- describe techniques for minimizing cross-contamination, e.g., do not allow products to leak or seep, store different types of products separately such as cooked food, raw meat, and dry goods (NOS-9.05e)
- describe dry heat processes; describe moist heat process; describe cooking in liquid; describe cuts/products that are suitable for microwave cooking; describe types of doneness for all species; describe low-heat cooking of meats (NOS-12.03a-f)
- describe common causes of accidents, e.g., inattention, poor condition of tools, using inappropriate tool for task at hand (NOS-14.01d)

Describe a moderately complex process. (CLB 7)

- define WHMIS, i.e., Workplace Hazardous Materials Information System; describe importance of WHMIS, e.g., prevention of chemical accidents, prevention of food contamination; prevention of injury to workers, coworkers or customers (NOS-6.02a)
- describe types of micro-organisms, including bacteria, viruses, parasites, moulds, yeasts; describe consequences of bacterial growth, e.g., food breakdown, spoilage, illness and how this applies to your work; describe transmission of bacteria, e.g., through coughing, sneezing, improper hand washing, open sores/cuts (NOS-8.01a-c)
- describe procedures to reduce risk to customers, e.g., follow recipes, be aware of ingredients, label products, maintain allergen-free equipment, avoid cross contamination of products and species (i.e., chicken, pork, beef, and fish) (NOS-8.02e)
- describe sources and transmission of food-borne illness; describe prevention of food-borne illness, e.g., thorough cooking, appropriate temperature (NOS- 8.03f-g)
- describe general guidelines and legislation for storage, e.g., temperature, air circulation, stock rotation, keeping dry goods free of moisture, storing product at least 6 inches off floor, use only food-grade containers (NOS-9.05a)

Interaction One-on-One

Ask for and provide information related to routine daily activities (e.g., personal, family, others, work). (CLB 5)

- talk to delivery personnel about incoming shipments or to make shipping arrangements (ES-OC)
- notify supervisor if first aid/burn treatment supplies need replenishing (NOS-6.07a)
- report potentially unsafe conditions, e.g., damaged saw, grinder, auto and hand wrappers and cube machines, rough surfaces, burned out lighting , broken floor tiles (NOS-6.01g)
- repeat order back to customer to ensure accuracy (NOS-2.07c)
- arrange pick-up/delivery times if applicable (NOS-2.07d)

Ask for and provide information in an interview related to daily activities. (CLB 6)

- may discuss products with suppliers, including quantities, prices, discounts, shipping, invoicing and satisfaction policies (ES-OC)
- ask clarifying questions to ensure comprehension of customer request (NOS- 2.07b)
- ask or invite clarifying questions, solicit feedback (NOS-4.04d)

Ask for and provide detailed information related to personal needs, varied daily activities and routine work requirements. (CLB 7)

- notify supervisor immediately of discrepancies or problems (NOS-19.01k)*
- report potential security concerns, e.g., loiterers, suspicious behaviour, unsecured access (NOS-6.08a)*
- respond to security situations; contact security personnel and/or supervisor (NOS-6.08b)*
- interact with co-workers and management to exchange information about tasks and to co-ordinate work. For example to ask what needs to be cut, discuss where certain types of meat should be placed in the coolers, or how long a certain piece of meat has been aged (ES-OC)*
- coordinate their tasks with other members of the meat department such as wrappers, clerks, and other meat cutters (ES-WWO)*

Ask for and/or provide detailed information related to personal needs, varied daily activities and routine work requirements.

(CLB 8)

- interact with management to discuss issues with customers, co-workers, delivery personnel or suppliers (ES-OC)*
- use questioning techniques to assess customer needs, e.g., probing questions, leading questions (NOS-2.04c)*
- provide feedback, e.g., positive and constructive (NOS- 3.04q)*
- share knowledge and skills with coworkers (NOS-1.04l)*
- share knowledge and experiences (NOS- 3.04d)*

Interaction in a Group

Participate in a small group discussion/meeting on non-personal familiar topics and issues: express opinions, feelings, obligation, ability, certainty. (CLB 6)

- participate in team meetings (NOS-3.04p)*
- participate in in-house training programs, staff meetings, and skill development programs (NOS-1.04k)*

Participate in a small group discussion/meeting: express opinions and feelings; qualify opinion, express reservations, approval and disapproval. (CLB 7)

- may participate in staff meetings to discuss improvements in processes (ES-OC)*

Skill: Listening

I. Social Interaction

Identify stated and unspecified details, facts and opinions about situation and relationship of participants containing expression of and response to gratitude and appreciation, complaint, hope, disappointment, satisfaction, dissatisfaction, approval and disapproval. (CLB 7)

- handle customer concerns/complaints; demonstrate effective listening techniques; demonstrate empathy; determine details of concern/complaint; be objective and unbiased (NOS-2.11c)

II. Instructions

Understand sets of instructions related to simple technical and non-technical tasks. (CLB 7)

- assist Agent/Inspector, e.g., take directions from Manager... follow up as required, e.g., adjusting tares, cleaning areas identified by Agent/Inspector (NOS-5.03b,e)
- cooperate with emergency personnel, e.g., follow procedures for evacuation (NOS-6.07b)

Understand simple messages left on voice-mail (with five to seven details). (CLB 7)

- take messages from voicemail (NOS-4.07j)

III. Suasion (Getting Things Done)

Demonstrate comprehension of details and speaker's purpose in suggestions, advice, encouragements and requests. (CLB 6)

- obtain feedback from customers (NOS- 2.02f)
- be responsive to customer requests; assure customers that they have been heard (NOS- 2.02g)
- listen attentively (NOS-2.04d)
- interpret and respond to feedback (NOS-4.04e)

IV. Information

Demonstrate comprehension of the gist, factual details and some inferred meanings by listening to a descriptive or narrative text. (CLB 5)

- listen to recorded messages (e.g., voicemail) to derive key message/important point (NOS-4.03b)

Identify main ideas, supporting details, statements and examples in a descriptive or narrative presentation, or in a group interaction (e.g., meeting, discussion). (CLB 6)

- attend staff meetings and orientations (NOS-5.02d)

Identify main idea (which is not explicitly stated) organization and specific details in extended oral presentations. (CLB 8)

- take training in first aid and emergency procedures, if required (NOS-6.07a)

Skill: Reading

I. Social Interaction Texts

No communication tasks for this category were found in the source documents. These tasks may, in fact, exist for this occupation and will require individual assessment in each work context.

II. Instructions

Follow one- to six-step common everyday instructions and instructional texts. (CLB 4)

- may read orders or notes attached to order forms for instructions about cuts, quantities and weights (ES-RT)*
- read ingredients on package nutritional labels (ES-RT)*
- follow cleaning schedule (NOS-10.02b)*

Understand and follow moderately complex written instructions for seven to 10-step procedures. (CLB 5)

- may read recipes for special orders, such as sausages (ES-RT)*
- read and follow safety checklist for using hand tools (NOS-14.02c)*
- read and follow safety checklist, e.g., check electrical connections and plugs, ensure adequate lighting, keep equipment operation away from water or wet surfaces, check safety guides and grinder plates (NOS-14.03c)*
- follow checklist procedures to ensure that system is operating correctly (NOS-9.08f)*

Understand/follow moderately complex everyday texts. (CLB 5)

- read company cutting specifications such as size of outside fat trim for beef (ES-RT)*
- check handling instructions, e.g., refrigerate immediately (NOS-19.01h)*

Follow a set of common everyday instructions (up to 10 steps) when not presented completely in point form: sequence/order must be inferred. (CLB 6)

- read labels of cleaning products carefully, e.g., note WHMIS symbols and classifications (NOS-10.03a)*

Follow a set of written instructions on 10- to 13- step everyday procedures related to simple technical and non-technical tasks. (CLB 7)

- follow manufacturer's instructions for operating electric equipment/tools (NOS-6.01j)*
- follow written instructions for use and maintenance of equipment (NOS-6.04b)*
- follow employer policies and procedures for safe food handling (NOS-9.01a); for appropriate attire and protective equipment (NOS-9.02a); for quality control (NOS-9.04b)*
- follow recipes accurately for adding meat or seafood and other ingredients (NOS-16.02b)*

Follow an extended set of multi-step instructions for established process. (CLB 8)

- read Material Safety Data Sheets (MSDS), looking for specific details; follow handling, storage, and disposal guidelines for chemical and cleaning products (NOS-6.03b)*
- read manufacturer's instructions for disassembly and cleaning for tools and equipment (NOS-10.03b)*

Follow coherent extended instructional directions. (CLB 8)

- follow company policies and procedures regarding HACCP (NOS-9.08d)*
- read employer policies and procedures regarding emergency preparedness and response (NOS-6.07a)*

III. Business/Service Texts

Find information in formatted texts: forms, tables, schedules, directories. (CLB 3)

- identify WHMIS symbols (NOS-6.02c)*
- check packaging and expiry dates; identify/remove out of date products (NOS-9.04d)*
- identify UPC bar code and other components of labels (NOS-17.06c)*

Get information from short business brochures, notices, form letters and flyers. (CLB 3)

- identify safety, hygiene and hazard symbols and warning phrases on signs. For example, they refer to 'wash hands' signs in work area, and washrooms (ES-DU)*
- refer to labels to ensure shipments contain correct items (ES-DU)*
- verify important details on coupons, e.g., expiry date (NOS-2.12f)*
- verify prices, e.g., flyers, in-store prices, coupon items (NOS-17.05d)*

Find information in formatted texts: forms, tables, schedules, directories. (CLB 4)

- may read notes on order forms to determine special instructions on type and amount of meat to cut (ES-RT)*
- refer to shift schedules to determine hours of work (ES-DU)*
- read product information and packaging, labels, and other product documentation (NOS-4.06a)*
- follow cleaning schedule; clean all food-contact surfaces after each use and other surfaces according to regular cleaning schedule (NOS-10.02b)*
- check labels of incoming product for damage, breakage, spoilage, or substitutions (NOS-19.01g)*

Get information from short business brochures, notices, form letters and flyers. (CLB 4)

- read notes and memos on the bulletin board concerning orders, sales campaigns, inventory levels, shifts, changes in policies, or dates of meetings (ES-RT)*
- read brief product descriptions in flyers or catalogues before placing orders (ES-RT)*
- read flyers and advertisements (NOS-4.06c)*
- check advertised prices to ensure accuracy (NOS-17.05b)*
- look up product codes if using Price Look Up (PLU) system (NOS-17.05c)*

Identify factual details and some inferred meanings in moderately complex business/service texts, including formatted texts. (CLB 5)

- locate weight and cut of meat, type of meat, delivery date on supplier order lists. They check if order forms contain all details required (ES-DU)*
- read shipping and receiving forms and packing slips (ES-DU)*
- read memos, bulletins, short messages, log book entries (NOS-4.06b)*
- read bulletins, memos and updates from regulatory agencies (NOS-5.02g)*
- ensure that signs/tickets/labels are accurate (NOS-18.02g)*

Identify factual details and some inferred meanings in moderately complex texts containing assessments, evaluations, advice. (CLB 7)

- read company policies, health and safety guidelines, and instructions to ensure the requirements are met. For example, read an internal food safety handbook (ES-RT)*

Locate three or four pieces of information in moderately complex formatted texts. (CLB 7)

- refer to training manuals and workplace regulations as needed (NOS-4.06d)*

Identify factual and inferred meanings in written proposed solutions, recommendations and proposals; and in statements of rules, regulations, laws and norms of behaviour. (CLB 8)

- refer to food handling and meat cutting regulations, manuals, and training materials to understand how products should be properly managed including how to receive, store, and cut meat (ES-RT)*
- obtain and read legislation and regulations, e.g., from employer, supervisor, library, industry associations (NOS-5.02a)*

IV. Informational Texts

Get the gist, key information, and important detail of simple explicit one- to two-paragraph texts. (CLB 3)

- read log book entries (NOS-4.06b)*

Show comprehension of a one-page moderately complex descriptive/narrative on a familiar topic. (CLB 6)

- may upgrade their knowledge by reading corporate magazines (ES-CL)*

Information Literacy/Reference and Study Skills Competencies

Access and locate information through tables of content, indexes and glossaries. (CLB 5)

- refer to an index of catalogues to find poultry product descriptions, pricing and order deadlines (ES-TS)*

Demonstrate comprehension of moderately complex tables, graphs, diagrams, and flow charts (CLB 7)

- may refer to merchandising diagrams that lay out how meat products should be displayed in the cases including tray size, measurements, shelf alignment, and placement of shelf tags (ES-DU)*

Access and locate three or four pieces of information in on-line electronic reference sources (e.g., World Wide Web, library databases), if available, or from print reference sources. (CLB 7)

- may look up store codes and prices for meat products in binders, on the internet or on a company intranet (ES-TS)*
- seek specific meat cutting procedures and preparation techniques from supplier and food safety websites (ES-TS)*
- may use the Internet. For example, they may access meat and food handling-related web sites such as the Beef information Center site. (ES-CU)*

Skill: Writing

I. Social Interaction

No communication tasks for this category were found in the source documents. These tasks may, in fact, exist for this occupation and will require individual assessment in each work context.

II. Recording/Reproducing Information

Copy short texts to record information for personal use, or to complete tasks, or to learn information. (CLB 4)

- complete reminder notes to self (NOS-4.05a)*

Take live phone messages, voice mail messages or pre-recorded information with five to seven details. (CLB 5)

- take messages from voicemail (NOS-4.07j)*
- answer telephone ... take accurate and detailed messages...take orders for products/services (NOS-4.07a)*

Take notes from an oral presentation or a page of written information. (CLB 6)

- complete notes from a training session (NOS-4.05a)*

III. Business/Service Messages

Fill out simple forms. (CLB 3-4)

- fill in date, time, type of meat, and cuts to be produced on cutting list (ES-DU)*
- label chemical and cleaning products when transferred from original container (NOS-6.03d)*
- record temperature in log book if applicable (NOS-9.06f)*
- label products and ingredients (NOS-16.02f)*
- log temperature on invoice (NOS-19.01e)*

Convey simple business messages as written notes. (CLB 3-4)

- make a note on a record of deviation (NOS-9.04h)*
- mark damaged or spoiled product with delivery date/time in log book (NOS-19.01f)*
- add data to an exiting order sheet that has been created by the department or store manager. (ES-CU)*
- complete log books (NOS-4.05a)*

Fill out forms. (CLB 5)

- complete order forms specifying customer name, product description, quantities and weights of cuts. They complete temperature control, cleaning, floor maintenance, inspection of powered equipment, and monthly inventory forms that require entering numbers and checking boxes (ES-DU)*
- record information in incident/accident report of log book, including details of situation, customer's name and contact information , date and time, action taken (NOS-6.08b)*
- follow record-keeping system for documenting the HACCP plan (NOS-9.08e)*
- complete forms e.g., inventory records (NOS-4.05a)*

Convey business messages as written notes. (CLB 5-6)

- write short notes in logbook or on bulletin board. They write about work completed, issues encountered during their shift such as machine breakdown, orders placed and may include instructions for the next shift (ES-W)*
- document situation and solution in writing, noting appropriate details (NOS-2.11l)*
- complete written Incident/Accident reports accurately and in a timely manner, e.g., record time and date, location, and witnesses (NOS-5.05b)*
- record assistance offered/required, e.g., ambulance, hospital, specific treatments (NOS-5.05f)*
- record product description in a food product recall, i.e., size, weight (NOS-9.10e)*

Fill out moderately complex forms. (CLB 6-7)

- write comments on performance evaluation forms (ES-W)*
- complete forms, e.g., HR/benefits, inventory records (NOS-4.05a)*

Convey business messages as written notes to pass on routine information, make requests, or respond to recommendations and warnings. (CLB 7)

- may use e-mail programs to send ... brief notes to suppliers (ES-CU)*

IV. Presenting Information

Write a paragraph to relate/narrate a sequence of events; to describe a person, object, scene, picture, procedure or routine; or to explain reasons. (CLB 5)

- record common problems and solutions used (NOS-1.09i)*

Write one or two paragraphs to: relate a familiar sequence of events, tell a story; provide a detailed description and comparison of people, places, objects and animals, plants, materials, or routines; or to describe a simple process. (CLB 6)

- may write letters or accident reports for compensation claims (ES-W)*

For more information about:**Contact:**

Canadian Language Benchmarks or Occupational
Language Analyses

Centre for Canadian Language Benchmarks,
400 - 294 Albert Street
Ottawa, ON K1P 6E6
Ph. (613) 230-7729
Fax: (613) 230-9305
info@language.ca

National Occupational Standards for the Canadian
Food Industry

Canadian Food Industry Council,
191 The West Mall, Suite 1160
Toronto, M9C 5K8
Tel: (416) 675- 3115
Fax: (416) 675 - 3135
<http://www.cfic-ccia.ca/>

Essential Skills Profiles

Human Resources and Skills Development Canada,
Skills Information Division
Human Resources Partnerships
Human Resources and Skills Development Canada
112 Kent Street, Tower B, 21st floor
Ottawa, Ontario
K1A 0J9
http://www15.hrdc-drhc.gc.ca/english/general/home_e.asp



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