



BARTENDER (NOC 6452)

Job Definition¹:

Bartenders mix and serve alcoholic and non-alcoholic beverages. They are employed in restaurants, hotels, bars, taverns, banquet halls, private clubs and other licensed establishments.

Additional Occupational Information²:

Bartenders provide a wide range of alcoholic and non-alcoholic beverages, including beer, wine, soft drinks, fruit juices, tea and coffee. They mix cocktails — a skill that requires knowledge of numerous ingredients, such as liquor, liqueurs, fruit juices, cream, coffee, soft drinks, water, sugar and bitters. As well, bartenders may make and serve tea, cappuccino, espresso and other specialty coffees. In addition to beverage service, most bars also provide food service, offering either a restricted or a full menu. In some establishments bartenders are responsible for serving food as well as beverages.

Many bartenders organize and control the administrative aspects of their operation. They collect payments, record sales, maintain inventory for all bar-related items and, on many occasions, open and close the bar. Bartenders must be familiar with their establishment's policies, as well as with local, provincial/territorial and national legislation governing the serving of alcohol.

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 bartenders. The tasks are illustrative only, and do not provide a complete sample of what a bartender 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 a Registered OLA Analyst using three key resources:

- the *Canadian Language Benchmarks 2000*, Centre for Canadian Language Benchmarks and Citizenship and Immigration Canada
- the *National Occupational Standards for Bartender*, Canadian Tourism Human Resource Council
- the *Essential Skills Profile for Bartender*, Canadian Tourism Human Resource Council

¹ *Essential Skills Profile for Bartender (NOC 6452)*, Canadian Tourism Human Resource Council, 2011

² *National Occupational Standards for Bartender*, Canadian Tourism Human Resource Council, 2011

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

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-B5.3) = National Occupational Standard, Major Category B, Skill 5; Subskill 3 |

Comparative Ratings:

The following chart compares typical and most complex essential skills ratings for bartender based on the Essential Skills Profile, to the corresponding range of CLB ratings, as suggested in *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 | 3 | 9 - 10 |
| Listening | 1 - 2 | 5 - 8 | 3 | 9 - 10 |
| Reading | 1 - 2 | 3 - 6 | 3 | 7 - 9 |
| Writing | 1 | 4 - 5 | 2 | 6 - 7 |

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

Common Conditions of Communication:

| Condition | Description |
|-----------|--|
| Purpose | – providing direct customer service, working as part of a team; maintaining a record |
| Audience | – customers (routinely); co-workers; supervisors; delivery/service personnel (occasionally) |
| Context | – varies widely; often a dynamic environment; loud music and guests' conversations may make hearing guests' orders difficult; working with people under the influence of alcohol |
| Topic | – wide range of topics; concrete to abstract; familiar and unfamiliar; small talk |
| Mode | – most commonly face-to-face; sometimes by phone; may involve computers, text messaging or intercom devices |

Skill: Speaking

I. Social Interaction

Interpersonal Competencies

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

- ❑ *greet guests (ES-OC)*
- ❑ *greet guests in friendly manner, be open and approachable (NOS-C6.1)*

Take leave appropriately. (CLB 4)

- ❑ *express appropriate farewell (NOS-E15.2)*

Extend, accept or decline an invitation or offer. (CLB 5)

- ❑ *offer free drinks to guests (ES-TS)*
- ❑ *offer additive (for tea), e.g. sugar, honey, artificial sweetener, milk, cream, lemon; offer to replenish hot water after guest has poured tea into cup (NOS-D11.1)*
- ❑ *offer milk, cream and sweetener (for coffee), e.g. sugar, honey, artificial sweetener; offer to refill guest's coffee cup at least once (NOS-D11.2)*
- ❑ *thank guest for gratuity (NOS-E15.2)*

Express and respond to compliments or congratulations. (CLB 5)

- ❑ *give compliments and support (NOS-A2.1)*

Express/respond to apology, regrets and excuses. (CLB 6)

- ❑ *admit personal responsibility for mistakes (NOS-A1.1)*
- ❑ *apologize for errors or inconvenience (NOS-C6.3)*
- ❑ *apologize discreetly to inconvenienced guests (in situations involving disruptive or threatening guests) (NOS-C6.4); apologize discreetly to inconvenienced guests [in case of intoxicated guests] (NOS-C6.6)*

Express and respond to gratitude, appreciation, complaint, disappointment, dissatisfaction, satisfaction and hope. (CLB 7)

- ❑ *motivate others [i.e. co-workers] (NOS-A2.1)*
- ❑ *reassure guests that problems will be addressed (NOS-C6.3); empathize with guests [in the event of guest complaints or concerns] (NOS-C6.3)*
- ❑ *follow up with guests to ensure complaints or concerns have been effectively resolved (NOS-C6.3)*

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

- ❑ *defuse conflicts (ES-OC)*
- ❑ *respond to guest concerns, using humour and tact as appropriate (e.g. explain to guests why they are not receiving alcohol service) (ES-OC)*
- ❑ *may, if disagreements between guests escalate, try to defuse the situation (ES-TS)*
- ❑ *address disruptive or threatening behaviour: remain calm, courteous and diplomatic (NOS-C6.4)*
- ❑ *involve supervisor in dealing with intoxicated guests (NOS-C6.6)*
- ❑ *involve supervisor, if necessary, to deal with guests who bring unlicensed alcohol into the establishment (NOS-C6.6) and to deal with guests who take alcohol out of the establishment (NOS-C6.6)*

Comfort and reassure a person in distress. (CLB 8)

- ❑ *interact with co-workers, those (under supervision) and guests to reassure, comfort (ES-OC)*

Conversation Management

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

- ❑ *show interest in what is said; lean toward guest if environment is loud (NOS-A2.2)*
- ❑ *use non-verbal communication techniques, for example: nod head to agree with statements (NOS-A2.2)*

Encourage conversation by adding supportive comments. (CLB 6)

- ❑ *talk to guests, listen to their problems (ES-OC)*

Confirm own comprehension. (CLB 7)

- ❑ *repeat speaker's questions or comments, to check understanding (NOS-A2.2)*
- ❑ *ask questions to confirm interpretation (NOS-A2.2)*
- ❑ *confirm with guests [with special needs] that their needs are being met; confirm with guests specific requirements of accommodation, e.g. confirm that guests with alcohol allergies need sauces made without wine (NOS-C6.5)*
- ❑ *repeat orders [to servers] (NOS-D12.2)*

- ❑ *repeat [food] order to confirm accuracy (NOS-D13.1)*
- Use a number of strategies to keep the conversation going: hold the floor; resume after interruption; change topic. (CLB 7)**
- ❑ *speak directly, clearly and confidently, for example: maintain pleasant tone of voice; pronounce words clearly; speak at appropriate volume; avoid using industry jargon (NOS-A2.2)*
- Manage conversation. Check comprehension. (CLB 8)**
- ❑ *if there are barriers to communication, for example: provide additional explanation, when required (NOS-A2.2)*

Phone Competencies

Answer the phone briefly according to the situation. (CLB 5)

- ❑ *answer queries about bar on the telephone (ES-OC)*
- ❑ *receive take-out orders by telephone (ES-OC)*

Take phone messages with three to five details. (CLB 6)

- ❑ *[using communication devices e.g. telephone systems] to take messages for guests and co-workers (NOS-A2.3)*

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

- ❑ *may phone suppliers to get more information about new brands of liquor (ES-TS)*

II. Instructions

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

- ❑ *announce "last call" (ES-OC)*
- ❑ *give directions to delivery persons about where to place supplies (ES-OC)*

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

- ❑ *may assign routine tasks to other workers (ES-WWO)*
- ❑ *direct others [co-workers], when appropriate (NOS-A2.1)*
- ❑ *delegate tasks and responsibilities, when appropriate (NOS-A3.1)*
- ❑ *give [guests] directions to tourism activities (NOS-C6.7)*

Give/pass on instructions about an established familiar process or procedure (technical and non-technical). (CLB 8)

- ❑ *train new staff members, explaining and demonstrating procedures (ES-OC)*
- ❑ *may orient and train new employees (ES-WWO)*
- ❑ *orient, train or coach others, for example: provide job coaching to newer co-workers, when necessary (NOS-A3.2)*

III. Suasion (Getting Things Done)

Advise someone of danger. (CLB 3)

- ❑ *announce presence when approaching blind corners or when walking behind others (NOS-B4.4)*
- ❑ *warn guests about hot plates (NOS-D13.7)*

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

- ❑ *ask for help when tasks cannot be completed alone (NOS-A1.1)*
- ❑ *ask for assistance (NOS-A2.1)*
- ❑ *seek assistance if there are barriers to communication, for example: involve co-worker who speaks same language as guest (NOS-A2.2)*
- ❑ *recruit assistance when lifting very heavy or awkward items, e.g. ask co-workers for help (NOS-B4.6); request assistance for complicated or large lifts (NOS-B4.6)*
- ❑ *ask guests with special needs if they require accommodations or assistance (NOS-C6.5)*
- ❑ *involve co-workers in assisting guests with special needs, as necessary (NOS-C6.5)*
- ❑ *ask if guests require anything else, e.g. condiments (NOS-D13.7)*

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

- ❑ *call taxis for guests who are intoxicated (ES-TS); call taxis for guests (NOS-C6.6)*
- ❑ *ask for alternative payment method for declined (credit) card (NOS-E15.2)*
- ❑ *ask guest to date and countersign cheque in your presence (NOS-E15.2)*

Give and get permission. (CLB 5)

- ❑ *present wine to host, if identified: receive host's approval of wine (NOS-D8.5)*

Give simple informal advice. (CLB 5)

- ❑ *suggest drinks (ES-OC)*

- ❑ *suggest new menu offerings (NOS-A1.1)*
- ❑ *suggest food and beverage items: up-sell food and beverage items without being forceful or overbearing; suggest personal favourites, if requested; suggest popular items, if requested; suggest featured beverage (NOS-C6.2)*
- ❑ *suggest (tourism) activities; tailor information to meet guest needs (NOS-C6.7)*
- ❑ *suggest wines based on guest preferences; recommend food and wine pairings; suggest alternatives, if wine desired is not available (NOS-D8.4)*
- ❑ *suggest options (of bottled or draught beer); provide recommendations to pair beers with food menu options, when applicable (NOS-D9.2)*
- ❑ *up-sell specialty coffee and alcoholic coffee drinks (NOS-D11.2)*
- ❑ *up-sell specialty waters, e.g. still, sparkling (NOS-D11.3)*
- ❑ *recommend menu options that may match guests' nutritional requirements (NOS-D13.5)*

Call for emergency assistance. (CLB 5)

- ❑ *inform security if disagreements between guests escalate and attempts to defuse the situation have not worked (ES-TS)*
- ❑ *call security when guests who are intoxicated decide to drive (ES-TS)*
- ❑ *report emergency to emergency personnel: dial emergency number; describe emergency situation; give address twice; provide other information, as requested (NOS-B4.5)*
- ❑ *notify supervisor [in case of emergency] (NOS-B4.5)*
- ❑ *in situations involving disruptive or threatening guests, seek assistance, as necessary, e.g. call in supervisor, security, police (NOS-C6.4)*
- ❑ *[to] deal with intoxicated guests, contact security or police, as necessary (NOS-C6.6)*

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

- ❑ *suggest that guests call a taxi (ES-OC); check to ensure the intoxicated guest has a ride or suggest alternatives such as taxis (ES-TS)*
- ❑ *[recommend] drinks... to guests who are unsure of what to order, based on guests' likely preferences (ESP-TS)*
- ❑ *provide constructive feedback [as part of a team] (NOS-A2.1)*
- ❑ *refer guests to other staff responsible for establishment services and specials (NOS-C6.2)*
- ❑ *ask guests' friends to slow or cease guests' alcohol consumption (NOS-C6.6)*
- ❑ *encourage sober friends to drive intoxicated guests home (NOS-C6.6)*

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

- ❑ *may send a server to the grocery store to purchase missing items, if running out of supplies such as juice (ES-TS)*
- ❑ *ask guests for personal identification (ID) (ES-TS)*
- ❑ *ask younger guests for age verification (NOS-C6.6)*
- ❑ *request correction [from kitchen] if items are not as ordered or presentation is incorrect (NOS-D13.7)*

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

- ❑ *ask guests to leave the premises (ES-OC)*
- ❑ *ask guest to refrain from undesirable behaviour (NOS-A6.4)*
- ❑ *notify supervisor immediately when guests complain of potential food- or beverage-related illnesses (NOS-B5.3)*
- ❑ *prevent intoxicated guests from driving, e.g. suggest designated driver services (NOS-C6.6)*
- ❑ *explain to guests that bringing alcohol into the establishment is illegal (depending on province or territory) (NOS-C6.6); [and] that taking alcohol out of the establishment is illegal (NOS-C6.6); ask guests to leave premises with unlicensed alcohol (NOS-C6.6); [and] to leave purchased alcohol in the establishment (NOS-C6.6)*

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

- ❑ *accept constructive feedback (NOS-A2.1)*
- ❑ *ask for feedback from others [concerning professional goals] (NOS-A3.2)*
- ❑ *seek mentoring relationship with supervisor or senior staff (NOS-A3.2)*

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

- ❑ *speak with owner to discuss in-house systems (ES-OC)*
- ❑ *explore solutions (to guest complaints) and try to resolve issues (ES-TS)*
- ❑ *seek solutions to unsolved problems (NOS-A1.1)*
- ❑
- ❑
- ❑

IV. Information

Presentations

Tell a detailed story/report an incident (CLB 5)

- ❑ *notify supervisor of complaints (NOS-C6.3)*

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

- ❑ *debrief on disruptive or threatening incident with supervisor and establishment security (NOS-C6.4)*

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

- ❑ *answer guests' questions about local attractions, amenities and services (ES-OC)*
- ❑ *talk about own favourite activities and places, if requested (NOS-A2.3)*
- ❑ *describe specials and other items, if requested (NOS-C6.2)*
- ❑ *describe regular menu items (NOS-C6.2)*
- ❑ *describe basic cuts and preparation of beef, lamb, pork, veal and poultry (NOS-D13.3); describe basic fish cuts and preparation options; describe types of shellfish and other seafood preparation options (NOS-D13.4)*
- ❑ *describe basic nutritional features of dishes; identify common allergens in menu items (NOS-D13.5)*
- ❑ *describe food preparation, including cooking methods, in terms that guests can understand (NOS-D13.6)*

Describe a simple process. (CLB 6)

- ❑ *explain establishment services, e.g. bring-your-own-bottle (of wine) (NOS-C6.2)*
- ❑ *[in the event of guest complaints or concerns] explain establishment policies to guests (NOS-C6.3)*

Interaction One-on-One

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

- ❑ *inform guests of potential wait times (ES-N)*
- ❑ *consult with co-workers to determine quick answers to simple questions (ES-TS)*
- ❑ *follow up [with co-workers] to ensure [delegated] tasks are completed (NOS-A3.1)*
- ❑ *ask supervisor about daily specials at start of shift (NOS-C6.2)*
- ❑ *ask questions to determine preferences, if guest is unsure or hesitant (NOS-C6.2)*
- ❑ *relay special needs of guests to kitchen, as necessary (NOS-C6.5)*
- ❑ *ask questions to identify guest preferences, e.g. red wine instead of white wine, dry wine instead of sweet wine (NOS-D8.4)*
- ❑ *state name, year and type of wine [when presenting bottle of wine to guests] (NOS-D8.5)*
- ❑ *determine guest preferences (for beer) (NOS-D9.2)*
- ❑ *repeat order back to guest as drink is served (NOS-D10.2)*
- ❑ *identify drinks for servers, e.g. use bar terms (NOS-D12.2)*
- ❑ *ask at the end of the meal how guests would like to divide their checks (NOS-D13.1)*
- ❑ *communicate special requests (to kitchen), e.g. tell appropriate person (NOS-D13.1)*
- ❑ *confirm time of service for courses that are out of sequence (when taking order): e.g. appetizer in place of main course (NOS-D13.1)*
- ❑ *[when serving food] state name of item ordered, e.g. "Your steak": identify special details of order, e.g. rare, no salt (NOS-D13.7)*
- ❑ *obtain guest signature or ask guest to key in PIN, if applicable (NOS-E15.2)*
- ❑ *verify deposit with supervisor (NOS-E15.3)*

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

- ❑ *inform bar managers of stockroom shortages (ES-OC)*
- ❑ *inform their supervisor if inventories are low for items such as ice and mixers (ES-TS)*
- ❑ *share knowledge and skills as part of a team (NOS-A2.1); share knowledge and skills with co-workers (NOS-A3.2)*
- ❑ *report fire hazards to co-workers and supervisor; report inappropriate storage of flammable substances to supervisor (NOS-B4.1)*
- ❑ *report potential hazards to supervisor, co-workers, maintenance workers or Occupational Health and Safety Committee (NOS-B4.3)*
- ❑ *ask co-workers or supervisor for clarification when traffic guidelines are unclear (NOS-B4.4)*
- ❑ *inform supervisor of reduction in inventory (broken or damaged glassware) (NOS-C7.2); (broken or damaged tableware) (NOS-C7.3)*
- ❑ *inform servers of specials, shortages and new products (NOS-D12.2)*
- ❑ *answer questions about menu items and specials (NOS-D13.1)*

- ❑ *verify with kitchen staff if changes to preparation techniques are possible (NOS-D13.5)*
- ❑ *report maintenance needs to supervisor, e.g. wobbly chairs and tables, splintered or rough surfaces (NOS-D14.1)*
- ❑ *report faulty equipment, e.g. frayed electrical cords (NOS-D14.2)*
- ❑ *explain changes to guest if void, complimentary item or adjustment appears on guest check (NOS-E15.2)*

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

- ❑ *liaise with servers and bar assistants to clarify orders or give direction (ES-OC)*
- ❑ *communicate with other staff, such as servers, other bartenders and security staff, throughout shifts (e.g. discuss how much alcohol a guest has consumed, potential problems, and other day-to-day matters and tasks) (ES-OC)*
- ❑ *speak with chef to clarify new menu items (ES-OC)*
- ❑ *coordinate their activities with other staff members, such as food and beverage or banquet servers, kitchen staff, bar runners, hosts and hostesses, and bouncers (ES-WWO)*
- ❑ *communicate with co-workers and supervisor to coordinate efforts and explain challenges (NOS-A3.1)*
- ❑ *cooperate with inspectors, e.g. public health and sanitation inspectors: assist inspectors, as necessary; answer questions, as appropriate; involve supervisors in inspections (NOS-A3.3)*
- ❑ *report operating issues that require maintenance (NOS-B4.3)*
- ❑ *report storage equipment malfunctions (NOS-B5.3)*
- ❑ *inform co-workers and supervisors about guests who may be over-consuming alcohol (NOS-C6.6)*
- ❑ *notify supervisor if issues (about draught beer) are unclear or if problems require service person (NOS-D9.3)*
- ❑ *report malfunctions (of point-of-sale system) to supervisor or service representative (NOS-E15.1)*

Provide, obtain and discuss detailed complex information and opinions with individuals in order to coordinate teamwork assignments/tasks. (CLB 9)

- ❑ *review inspection reports with supervisors (NOS-A3.3)*

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)

- ❑ *make suggestions on improving work processes (ES-WWO)*

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 and provide information and suggestions to other staff members (ES-OC)*
- ❑ *participate in government-sponsored courses such as Smart Serve and Responsible Beverage Server and Bar Server (ES-CL)*
- ❑ *take courses such as mandatory Workplace Hazardous Materials Information System (WHMIS) course; [also] first aid, cardiopulmonary resuscitation (CPR) and Occupational Health and Safety (ES-CL)*
- ❑ *attend seminars with suppliers, vintners and sommeliers (ES-CL)*
- ❑ *take courses offered in the hospitality industry, related to inventory control and customer service (ES-CL)*
- ❑ *participate in opportunities for professional development, e.g. attend training sessions (NOS-A3.2)*
- ❑ *update knowledge of establishment services, specials and products, for example: attend staff meetings about new promotions (NOS-C6.2)*

Participate in a debate/discussion/meeting on an abstract familiar topic or issue. (CLB 8)

- ❑ *participate in formal discussions about work processes or product improvement (ES-WWO)*

Skill: Listening

I. Social Interaction

Identify factual details and inferred meanings in dialogues containing compliments, invitations, and offers; discussion of interests, likes/dislikes and preferences. (CLB 5)

- ❑ *talk to guests, listen to their problems (ES-OC)*
- ❑ *listen actively (NOS-A2.2)*
- ❑ *listen carefully to determine guest needs and preferences (NOS-C6.1)*
- ❑ *ask questions [and listen] to determine preferences, if guest is unsure or hesitant (NOS-C6.2)*
- ❑ *ask questions [and listen] to identify guest preferences, e.g. red wine instead of white wine, dry wine instead of sweet wine (NOS-D8.4)*
- ❑ *[listen to guests to] determine guest preferences (for beer) (NOS-D9.2)*

Identify mood/attitude of participants. (CLB 6)

- ❑ *assess guest satisfaction (ES-TS)*
- ❑ *assess the safety of situations (e.g. when guests refuse to leave, when a fight might break out) to determine whether to involve security and/or police (ES-TS)*
- ❑ *interpret emotional reactions, e.g. guest appears angry (NOS-A2.2)*

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)

- ❑ *listen to guest complaints (ES-TS)*
- ❑ *listen to details of complaints or concerns (NOS-C6.3)*

II. Instructions

Follow sets of sequentially presented four- to five-clause everyday instructions and directions relating to movement and position in space, manner, frequency and duration. (CLB 4)

- ❑ *meet emergency personnel and assist, as directed (NOS-B4.5)*

Understand simple directions on the phone. (CLB 7)

- ❑ *take messages for guests and co-workers (NOS-A2.3)*

III. Suasion (Getting Things Done)

Identify expressions used to ask and grant permission; advise of danger; ask for, offer, and accept assistance. (CLB 3)

- ❑ *present wine to host, if identified: receive host's approval of wine (NOS-D8.5); wait for host's approval (NOS-D8.6)*
- ❑ *receive acknowledgement from guests that orders are correct (NOS-D13.7)*

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

- ❑ *[listen to and] answer guests' questions about local attractions, amenities and services (ES-OC)*
- ❑ *accept constructive feedback [from team members] (NOS-A2.1)*
- ❑ *confirm with guests specific requirements of accommodation, e.g. confirm that guests with alcohol allergies need sauces made without wine (NOS-C6.5)*

Demonstrate comprehension of details and speaker's purpose in directive requests, reminders, orders and pleas. (CLB 7)

- ❑ *[listen to] host or hostess to determine table availability (ES-OC)*
- ❑ *take orders (ES-OC); [listen to] guests to obtain orders (ES-OC)*
- ❑ *[listen] to bar managers to get direction for the shift (ES-OC)*
- ❑ *ask supervisor for new tasks when idle (NOS-A1.1); accept direction (NOS-A1.1); accept direction from supervisors (NOS-A2.1)*
- ❑ *listen carefully to (servers') orders (NOS-D12.2)*
- ❑ *note special requests or substitutions, e.g. salad instead of potato (NOS-D13.1)*

IV. Information

Get the gist, key information and important factual details in a story about a personal experience; a description of a person, an object, a situation, a scene, or a daily routine. (CLB 3)

- ❑ *[listen to] supervisor [describe] daily specials at start of shift (NOS-C6.2)*

Demonstrate comprehension of mostly factual details and some inferred meanings in a story about obtaining goods or services; a report or a forecast; a news item. (CLB 4)

- ❑ *ask co-workers or supervisor [and listen] for clarification when traffic guidelines are unclear (NOS-B4.4)*

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

- ❑ *[listen to] chef to clarify new menu items (ES-OC)*
- ❑ *consult with co-workers to determine quick answers to simple questions (ES-TS)*
- ❑ *may phone suppliers to get more information about new brands of liquor (ES-TS)*

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)

- ❑ *find information about events and places of special interest to guests by speaking with colleagues, co-workers and supervisors (ES-TS)*
- ❑ *obtain clarification from supervisors about applicable legislation, if necessary (NOS-A3.3)*

Demonstrate comprehension of mostly factual details and some inferred meanings in an extended description, report or narration when events (or stages) are reported out of sequence. (CLB 7)

- ❑ *take courses such as mandatory Workplace Hazardous Materials Information System (WHMIS) course; [also] first aid, cardiopulmonary resuscitation (CPR) and Occupational Health and Safety (ES-CL)*
- ❑ *attend seminars with suppliers, vintners and sommeliers (ES-CL)*
- ❑ *take courses offered in the hospitality industry, related to inventory control and customer service (ES-CL)*
- ❑ *participate in opportunities for professional development, e.g. attend training sessions (NOS-A3.2)*
- ❑ *participate in cross-training, i.e. train in other areas of the establishment (NOS-A3.2)*

Skill: Reading

I. Social Interaction Texts

Get information from personal notes, e-mail messages and letters. (CLB 4)

- ❑ *read handwritten notes, email messages and electronic postings written by co-workers and colleagues (ES-RT)*
- ❑ *receive messages using various communication technologies, e.g. email (NOS-A2.3)*

Identify factual details in moderately complex notes, e-mail messages, letters and announcements containing cancellations of arrangements, apologies. (CLB 6)

- ❑ *read notes, letters, memos to scan, skim or read the full text to understand or to learn (ES-RT)*

II. Instructions

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

- ❑ *read recipes for mixed drinks in a variety of bartenders' guides (ES-RT)*
- ❑ *consult bartenders' manuals for drink recipes (ES-TS)*
- ❑ *follow instructions for preparation and service of drink orders (NOS-D12.1)*

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 opening and closing procedures set by establishment (ES-RT)*

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

- ❑ *operate equipment according to manufacturers' instructions (NOS-B4.3)*
- ❑ *follow instructions in manual to use lifting devices safely (NOS-B4.6)*
- ❑ *follow manufacturer's instructions to maintain: glass washer (NOS-D14.2); draught lines, when applicable (NOS-D14.2); other bar equipment (NOS-D14.2)*

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

- ❑ *refer to maintenance or operating manuals which give information about how to troubleshoot, operate, maintain and repair equipment such as dishwashers, glass washers (ES-RT)*
- ❑ *refer to maintenance or operating manuals which give information about how to troubleshoot, operate, maintain and repair equipment such as point of sale (POS) systems and computers (ES-RT)*

Follow formal instructions of advisory, instructional texts, and instructions for a familiar process/procedure that require integration of several pieces of information. (CLB 9)

- ❑ *read manuals, specifications, regulations to scan, skim or read the full text to understand or to learn (ES-RT)*
- ❑ *refer to material safety data sheets (MSDS) and manufacturers' sheets for handling and usage guidelines of cleaning fluids and other products (ES-DU)*
- ❑ *review legislation and regulations including: labour and employment codes; safety and fire codes; public health and sanitation codes; liquor service laws; Workplace Hazardous Materials Information System (WHMIS); occupational health and safety regulations; privacy legislation (NOS-A3.3)*
- ❑ *interpret Material Safety Data Sheets (MSDS) information (NOS-B4.2)*
- ❑ *follow handling, storage and disposal guidelines for hazardous materials, including those for all chemical products (NOS-B4.2)*

III. Business/Service Texts

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

- ❑ *verify charges (to receive payment) (ES-N)*
- ❑ *count cash; total guest checks (ES-N)*
- ❑ *assess authenticity of ID to decide whether to accept (ES-TS); verify that (age) identification of (younger) guests is genuine (NOS-C6.6)*
- ❑ *check expiry dates on supplies (NOS-B5.3)*
- ❑ *ensure sales have been rung in, e.g. look at guest checks or point-of-sale system slips (NOS-D12.2)*
- ❑ *ensure guest check details are correct [after entry into point-of-sale system] (NOS-E15.1)*
- ❑ *verify that credit card is accepted by establishment, is current and is signed (NOS-E15.2); compare signature on charge slip with signature on credit card to ensure match, if applicable (NOS-E15.2)*

- ❑ *process traveller's cheques: establish guest's identity, confirm denomination and currency of traveller's cheque; ensure type of traveller's cheque is accepted by establishment; ensure countersigned signature is similar to original; check photo ID for signature (NOS-E15.2)*
- ❑ *verify that amount (of cash) received covers amount of check (NOS-E15.2)*
- ❑ *verify that voids, complimentary items or adjustments are rectified on guest's check (NOS-E15.2)*
- ❑ *process gift certificates, cards and coupons: check date of expiry to ensure validity, where applicable (NOS-E15.2)*

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

- ❑ *read log of reservations to determine size of groups and total reservations for the evening (ES-RT)*
- ❑ *read labels on bottles that may give short histories of liqueurs or wine regions (ES-RT); read labels on bottles to respond to guest inquiries about alcohol content, manufacturer information and other details (ES-DU)*
- ❑ *read drink logs and cash register slips that show orders as they are placed by servers (ES-DU)*
- ❑ *identify WHMIS hazard symbols (NOS-B4.2)*
- ❑ *read wine labels to confirm that the correct wines are selected based on guest orders (NOS-D8.2)*

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

- ❑ *may read brochures from vintners about wine quality (ES-RT)*
- ❑ *find information about events and places of special interest to guests by consulting newspapers, reading brochures (ES-TS)*

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

- ❑ *read menus (ES-RT)*
- ❑ *read cash register printouts showing sales for entire shift (ES-DU); read printouts from computerized cash registers (ES-CU)*
- ❑ *reconcile the till against the sales printout, which may reveal a shortage (ES-N); balance sales records with cash and non-cash sales; obtain sales reading, where applicable (NOS-E15.3)*
- ❑ *check reservations sheet to determine special needs and occasions (NOS-D7.1)*

Identify factual details and some inferred meanings in moderately complex texts containing advice, requests, specifications. (CLB 6)

- ❑ *may read event orders, such as memos from catering office regarding upcoming events (ES-RT)*
- ❑ *may read liquor inspector reports (ES-RT)*
- ❑ *scan calendar and journal entries (ES-DU)*

Find two or three pieces of information in moderately complex formatted texts. (CLB 6)

- ❑ *locate data about inventory levels in inventory sheets to determine if there is enough stock (ES-DU)*
- ❑ *obtain data from itineraries, time sheets and work schedules for events (ES-DU)*
- ❑ *consult tables in drink recipe books showing possible variations in ingredients for specialty drinks (ES-DU)*
- ❑ *compare incoming goods to accompanying documentation, e.g. invoices, internal requisitions (NOS-B5.3)*

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)

- ❑ *read federal and provincial legislation that pertains to serving alcohol (ES-RT)*
- ❑ *read manuals, specifications, regulations to scan, skim or read the full text to understand or to learn (ES-RT)*

IV. Informational Texts

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

- ❑ *read entries from daily log/journal outlining problems encountered during last shift (ES-RT)*

Get the gist, key information and important detail of simple, explicit two- to three-paragraph texts (e.g., news articles, educational/content materials, stories. (CLB 4)

- ❑ *may read national food and beverage magazines to keep up on industry news (ES-RT)*
- ❑ *may read company-based newsletters (ES-RT)*

Demonstrate comprehension of a two- or three-paragraph moderately complex descriptive or narrative text on a familiar topic. (CLB 5)

- ❑ *may read booklets or manuals on customer service (ES-RT)*
- ❑ *may read bartenders' guides to find information about appropriate glassware or garnishes (ES-RT)*
- ❑ *read entries from daily log/journal outlining problems encountered during last shift (ES-R); review logbook (NOS-D7.1)*

Demonstrate comprehension of standard maps, basic diagrams, basic graphs. (CLB 5)

- ❑ *use maps to give directions and information to guests, as requested (ES-DU)*

- ❑ *mix ingredients according to a ratio or a mixture chart (ES-N)*

Demonstrate comprehension of a one- or two-page moderately complex extended description, report or narration on a familiar topic. (CLB 7)

- ❑ *read backgrounders for new menus in order to understand how menu options are made and what each item contains from a nutritional, food allergy and food sensitivity perspective (ES-RT)*
- ❑ *may read training manuals for customer service courses (ES-RT)*
- ❑ *read professional journals (NOS-A3.2)*

Demonstrate comprehension of factual details and inferred meanings in an extended description, report or narration when events are reported out of sequence. Draw conclusions. (CLB 8)

- ❑ *read reports, books, journals to scan, skim or read to understand (ES-RT)*

Information Literacy/Reference and Study Skills Competencies

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)

- ❑ *use the Internet for research (e.g. to find drink recipes, to locate tourist information for guests) (ES-CU)*
- ❑ *access supplier information on databases (e.g., to download liquor order forms) (ES-CU)*
- ❑ *self-study through work materials, materials obtained through professional associations or unions or on their own initiative (ES-CL)*
- ❑ *[using information sources for tourists, e.g. websites] stay up-to-date on tourism activities: research services, activities and products (NOS-C6.7)*

Skill: Writing

I. Social Interaction

Convey a personal message in a formal short letter or note, or through e-mail, expressing or responding to invitations, quick updates, feelings. (CLB 5)

- ❑ *send messages using various communication technologies, e.g. email (NOS-A2.3)*

II. Recording/Reproducing Information

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

- ❑ *may write drink and food orders (ES-W)*
- ❑ *note special requests or substitutions, e.g. salad instead of potato (NOS-D13.1)*
- ❑ *record details of void, complimentary item or adjustment (NOS-E15.2)*
- ❑ *record and total non-cash sales (NOS-E15.3)*
- ❑ *prepare deposit (NOS-E15.3)*
- ❑ *label stored food and beverages with "best before" dates (NOS-B5.3); date perishables (NOS-F16.1)*

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

- ❑ *[using communication devices, e.g. telephone systems] take [written] messages for guests and co-workers (NOS-A2.3)*

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

- ❑ *participate in opportunities for professional development, e.g. attend training sessions (NOS-A3.2)*

III. Business/Service Messages

Fill out simple forms. (CLB 3-4)

- ❑ *may enter information by touchscreen to record orders and methods of payment (ES-DU)*
- ❑ *record the amount of alcohol in bottles using decimals (ES-N)*
- ❑ *enter information into computerized cash registers; use computerized point-of-sale (POS) systems for ordering and billing (ES-CU)*
- ❑ *place food order with kitchen using point-of-sale system: place order in correct sequence, e.g. appetizer, soup, salad, main course/entrée, dessert; communicate special requests, e.g. use modifiers on point-of-sale system (NOS-D13.1)*
- ❑ *input order items into point-of-sale system (NOS-E15.1)*
- ❑ *charge amount on guest check to (credit or debit) card (NOS-E15.2)*
- ❑ *enter voids, complimentary items or adjustments into POS system, if applicable (NOS-E15.2)*

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

- ❑ *send text messages to co-workers in other parts of bar (ES-OC)*
- ❑ *send emails, text messages, etc. to co-workers, supervisors, owners and suppliers (ES-CU)*
- ❑ *take messages for guests and co-workers (NOS-A2.3)*

Fill out forms. (CLB 5)

- ❑ *complete calendar and journal entries (ES-DU)*
- ❑ *fill in entry forms to order supplies or to record wastage (ES-DU); record incorrect drinks as wastage (ES-TS)*
- ❑ *may fill in forms to record inventory levels, supplies to be restocked and orders received (ES-W)*
- ❑ *may write reservations, indicating time, number of guests and any special comments (e.g. birthday dinner) (ES-W)*
- ❑ *may write food or drink specials on menu boards (ES-W)*
- ❑ *take inventory of bar items before and after each shift (ES-TS)*
- ❑ *record details of emergency, including, for example: date and time of report; time authorities were contacted and arrived; names and telephone numbers of witnesses (NOS-B4.5)*
- ❑ *maintain records of spillage and breakage (NOS-B5.3)*

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

- ❑ *enter details about events and requests for reservations in daily logbooks (ES-DU)*
- ❑ *log guest complaints and actions taken, if necessary (NOS-C6.3)*
- ❑ *record shift information (NOS-F16.3)*

IV. Presenting Information

Write a short text about a personal or familiar situation, event, personal experience, future plans. Explain reasons. (CLB 4)

- ❑ *may use social network sites such as Twitter and Facebook to promote special offers and events at establishment (ES-CU)*

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)

- ❑ *write comments and notes in logbooks, journals and daily reports (ES-W)*
- ❑ *document details of incident in situations involving disruptive or threatening guests (NOS-C6.4)*
- ❑ *record details of incident and action taken in the event of intoxicated guests (NOS-C6.6)*

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Essential Skills Profiles

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