



## FOOD AND BEVERAGE SERVER and BANQUET SERVER (NOC 6453)

### Job Definition:

Food and beverage servers take patrons' food and beverage orders and serve the orders. They are employed in restaurants, hotels, bars, taverns, private clubs, banquet halls and similar establishments.<sup>1</sup>

Banquet servers take orders and serve food and beverage products to guests. They are employed in establishments of various types, including hotels, resorts and private clubs that specialize in catering social functions such as weddings, anniversaries and birthdays, as well as convention centres that provide food and beverage service for corporate events.<sup>2</sup>

### Additional Occupational Information:

Food and beverage servers are on duty from the moment guest arrive on premises. The server steps in to look after the needs of the guests assigned to his or her care, greeting them, presenting menus, making recommendations and answering questions about food and beverage items. The server then takes orders, relays those to kitchen and bar staff, serves the meal and removes dishes as necessary. Some food and beverage servers may also, if asked by guests, recommend wines to complement the meals ordered. Throughout the whole process of a meal being ordered and served, food and beverage servers have many opportunities to enhance a guest's comfort and enjoyment. Skilled servers work quickly and efficiently yet are also outgoing and adept at making guests feel relaxed and well looked after.<sup>3</sup>

Banquet servers often begin their duties hours before a function starts. They ensure that furniture and equipment are correctly set up. They lay out table linens, set out china and cutlery, fill water pitchers and brew coffee. They prepare items that must be on the tables when guests enter, such as salt and pepper shakers, sugar bowls, rolls and butter, salad dressings and centrepieces. When guests arrive, banquet servers act as their points of contact with the kitchen. They familiarize guests with the food and beverage options, answering questions and making recommendations. They ensure that guests with special needs are accommodated in a satisfactory manner. When asked, they may also take orders and suggest appropriate food-and-beverage pairings. During the meal, they serve food, replenish water and other beverages, maintain tables between courses and tend to the miscellaneous needs of their guests. They also ensure that the establishment complies with liquor regulations.<sup>4</sup>

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<sup>1</sup> *Essential Skills Profile for Food and Beverage Server, 2011, (NOC 6453)*, Canadian Tourism Human Resource Council

<sup>2</sup> *Essential Skills Profile for Banquet Server, 2011, (NOC 6453)*, Canadian Tourism Human Resource Council

<sup>3</sup> *National Occupational Standards for Food and Beverage Server, 2011*, Canadian Tourism Human Resource Council

<sup>4</sup> *National Occupational Standards for Banquet Server, 2011*, Canadian Tourism Human Resource Council

## 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 food and beverage servers and banquet servers. The tasks are illustrative only, and do not provide a complete sample of what a food and beverage server and banquet server 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 five key resources:

- the *Canadian Language Benchmarks 2000*, Centre for Canadian Language Benchmarks and Citizenship and Immigration Canada
- the *National Occupational Standards for Food and Beverage Server*, Canadian Tourism Human Resource Council, 2011
- the *National Occupational Standards for Banquet Server*, Canadian Tourism Human Resource Council, 2011
- the *Essential Skills Profile for Food and Beverage Server*, Canadian Tourism Human Resource Council, 2011
- the *Essential Skills Profile for Banquet Server*, 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 and specific occupation, as follows:

| Task Source                    | Reference  | Example  |
|--------------------------------|--|--|
| Essential Skills Profile       | ES + F (for Food and Beverage Server) or B (for Banquet Server) + the first letters of the profile section | (ESF-DU) = Essential Skills Profile - Food and Beverage Server, Document Use section                 |
| National Occupational Standard | NOS + F (for Food and Beverage Server) or B (for Banquet Server) + the section/subsection                  | (NOSB-B4.1) = National Occupational Standard - Banquet Server, Major Category B, Skill 4; Subskill 1 |

The number of references adds to the complexity of coding and sequencing tasks in this OLA. The general order is:

- ESP references are listed before NOS references
- Tasks within one reference are listed in sequential order (i.e., in alpha/numeric order or the order in which they appear within the document)

## Comparative Ratings:

The following chart compares typical and most complex essential skills ratings for food and beverage server and banquet server based on the Essential Skills Profiles, to the corresponding range of CLB ratings, as suggested in *Relating Canadian Language Benchmarks to Essential Skills: A Comparative Framework*<sup>5</sup>. 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 | 2(B); 3(F)       | 6(B); 7 - 9(F) |
| Writing    | 1                | 4 - 5 | 2                | 6 - 7          |

## Common Conditions of Communication:

| Condition | Description   |
|-----------|---|
| Purpose   | – providing direct customer service; taking and serving food and beverage orders; selling   |
| Audience  | – customers one-on-one or in groups; team members; co-workers in other departments  |
| Context   | – environment is familiar but clientele and pace of work is dynamic; often noisy (loud conversations, speeches, music can impede oral communication); pace varies with predictable peak periods   |
| Topic     | – typically concrete, focusing on broad but standard product/service offering   |
| Mode      | – typically face-to-face; telephone (reservations; messages); fax machines (reservations; messages); head set (communicating with co-workers); computer (e.g. computerized cash registers; point-of-sale systems); pagers; two-way radios |

<sup>5</sup> *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)

- *greet guests, take their orders and find out if they have special dietary needs (ESF-OC)*
- *make guests feel welcome, for example: greet guests in a friendly manner; be open and approachable (NOSF-C6.1); (NOSB-C6.1)*
- *acknowledge guests (NOSF-D8.1)*

Take leave appropriately. (CLB 4)

- *thank guests upon departure, if applicable (NOSB-C6.1)*

Answer the phone. (CLB 4)

- *(answer) a phone to stop the ringing, but (ask) the caller to hold (ESF-TS)*

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

- *give compliments and support (NOSF-A2.1)*
- *encourage other team members (NOSB-A2.1)*

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

- *speak directly, clearly and confidently, for example: maintain a pleasant tone of voice; pronounce words clearly; speak at an appropriate volume to be heard (NOSF-A2.2); (NOSB-A2.2)*

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

- *apologize and offer to clean or replace the damaged garment (ESF-TS)*
- *apologize for dropping food or a utensil on a guest (ESB-TS)*
- *reassure guests that problems will be addressed (NOSF-C6.3)*
- *apologize for errors or inconvenience (NOSF-C6.3); (NOSB-C6.3)*
- *apologize discreetly to inconvenienced guests (NOSF-C6.4; C6.6); (NOSB-C6.4; C6.6)*

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

- *communicate appreciation to other team members; e.g. thank team members for helping (NOSB-A2.1)*
- *thank guest for feedback (NOSB-C6.3)*
- *thank guest for gratuity (NOSF-E10.2)*

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

- *receive complaints from guests that their food was not prepared properly...determine how to satisfy the guest by making an adjustment on the bill, or offering a complimentary dessert or glass of wine (ESF-TS)*
- *may serve a guest who rejects a bottle of wine despite approving the wine from the taste test...(and) agrees to take the wine back (ESF-TS)*
- *[offer to] make an adjustment on a bill if a guest seems to have a reasonable complaint about an aspect of the meal or service (ESF-TS)*
- *offer to clean or replace the guest's garment and then inform the supervisor (ESB-TS)*
- *follow up with guests to ensure complaints or concerns have been effectively resolved (NOSF-C6.3)*

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

- *reassure guest that problem will be addressed (NOSB-C6.3)*

### Conversation Management

Confirm own comprehension. (CLB 7)

- *repeat speaker's question or comments, to check understanding (NOSF-A2.2); (NOSB-A2.2)*
- *ask questions to confirm interpretation (NOSF-A2.2); (NOSB-A2.2)*
- *ask questions to clarify understanding of expectations for event (NOSB-A2.2)*
- *confirm understanding of problem (NOSB-C6.3)*
- *identify problems or issues (NOSF-C6.3)*
- *repeat order to confirm accuracy (NOSF-D8.1)*

## II. Instructions

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

- relay special needs to kitchen, as necessary, e.g. ingredient to be omitted in an order placed by a guest with a food allergy (NOSF-C6.5); relay special requirements to kitchen, if necessary (NOSB-C6.5)
- communicate special requests, e.g. tell appropriate person (NOSF-D8.1)

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

- share information; e.g. familiarize team members with events and menu items (NOSB-A2.1)
- provide additional explanation, if required (NOSB-A2.2)
- communicate information; e.g. changes to meal service, training procedures for new staff (NOSB-A2.3)

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

- inform other workers or demonstrate to them how tasks are to be performed (ESF-WWO)
- (demonstrate) and (explain) to team members how tasks are to be performed (ESB-WWO)
- (assign) routine tasks to team members (ESF-WWO); (ESB-WWO)
- direct others when appropriate (NOSF-A2.1)
- provide guidance to other team members; e.g. explain how to perform tasks (NOSB-A2.1)
- delegate tasks and responsibilities, when appropriate (NOSB-A3.1)
- share knowledge and skills with co-workers (NOSF-A3.2); (NOSB-A3.2)

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

- instruct new staff members, explaining and demonstrating procedures (ESF-OC); (ESB-OC)
- may orient new employees (ESF-WWO); (ESB-WWO)
- orient, coach or train others, for example: provide job coaching to newer co-workers, when necessary (NOSF-A3.2); (NOSB-A3.2)

## III. Suasion (Getting Things Done)

### Advise someone of danger. (CLB 3)

- report fire hazards to co-workers and supervisor (NOSF-B4.1); (NOSB-B4.1)
- announce presence when approaching blind corner or when walking behind others (NOSF-B4.4); (NOSB-B4.4)
- notify supervisor (of emergency) (NOSF-B4.5); (NOSB-B4.5)
- warn guests about hot plates (NOSF-D8.7)

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

- may speak with other banquet servers, to offer or seek assistance (ESB-OC)
- ask for help when a task cannot be completed alone (NOSF-A1.1); (NOSB-A1.1)
- ask for assistance (NOSF-A2.1)
- request assistance for complicated or large lifts (NOSF-B4.5); (NOSB-B4.6)
- ask for assistance [when lifting very heavy or awkward items] (NOSB-B4.6)
- ask guests if they require particular accommodation or assistance, e.g. ask guest with a visual impairment if he or she would like menu read aloud (NOSF-C6.5); (NOSB-C6.5)
- ask team members to assist with special requirements, if necessary (NOSB-C6.5)
- offer food and prepoured beverage items to guests: offer condiments to guests, if applicable; offer napkins to guests, if applicable (NOSB-D8.2)
- ask if guests require anything else, e.g. condiments (NOSF-D8.7); (NOSB-D9.3)
- ask if guests would like additional beverages when glasses or cups are empty (NOSF-D8.8)
- offer milk or lemon and sweetener, e.g. sugar, honey, artificial sweetener (for tea) (NOSF-D9.3)
- offer to replenish hot water after guest has poured tea into cup (NOSF-D9.3); (NOSB-D9.4)
- offer milk or cream and sweetener, e.g. sugar, honey, artificial sweetener (for coffee) (NOSF-D9.4)
- offer to refill guest's coffee cup at least once (NOSF-D9.4); (NOSB-D9.5)
- ask whether guests would like beverages replenished when glasses are empty (NOSB-D10.2)
- (ask for) function host's signature, to confirm acknowledgement of additional items (NOSB-E13.2)

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

- ask younger guests for age verification (NOSF-C6.6); (NOSB-C6.6)
- obtain guest signature or ask guest to key in PIN, if applicable (NOSF-E10.2)

- ❑ *ask for alternative payment method for declined card (NOSF-E10.2)*

**Give simple informal advice. (CLB 5)**

- ❑ *offer food alternatives in cases where guests dislike the main dishes offered or have a food allergy (ESF-OC); (ESB-OC)*
- ❑ *suggest alternatives when the requested item is not available, such as herbal tea in place of black tea (ESF-OC)*
- ❑ *suggest something else from the menu (ESF-TS)*
- ❑ *check to ensure that an intoxicated guest has a ride or suggest alternative transportation (ESF-TS)*
- ❑ *make suggestions on improving work processes (ESF-WWO)*
- ❑ *refer guests to other staff responsible for establishment services, specials and products, if applicable (NOSF-C6.2)*
- ❑ *suggest beverage items: upsell beverage items, without being forceful or overbearing; suggest personal favourites, if requested; suggest popular items, if requested (NOSB-C6.2)*
- ❑ *offer people a chance to sample different food items (NOSB-D8.2)*
- ❑ *recommend menu options that may match guests' nutritional requirements (NOSF-D8.5)*

**Call for emergency assistance. (CLB 5)**

- ❑ *(call in security) if the guest shows intent to drive (ESF-TS)*
- ❑ *call police if an intoxicated person insists on getting into his or her vehicle to drive (ESF-TS)*
- ❑ *report emergency to emergency personnel (NOSF-B4.5); (NOSB-B4.5)*
- ❑ *seek assistance, as necessary, e.g. call in supervisor, security, police (NOSF-C6.4); (NOSB-C6.4)*
- ❑ *contact security or police, as necessary (NOSF-C6.6); (NOSB-C6.6)*

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

- ❑ *say to the guest, "May I suggest you consider these [gluten-free] options on our menu" (ESF-OI)*
- ❑ *(suggest) improvements to work processes and products (ESB-WWO)*
- ❑ *provide constructive feedback (NOSF-A2.1; NOSB-A2.1)*
- ❑ *up-sell beverage order to a featured beverage (NOSF-C6.2)*
- ❑ *suggest food and beverage items (for example:) ask questions to determine preferences if guest is unsure or hesitant; up-sell food and beverage items without being forceful or overbearing, e.g. recommend local food items; suggest personal favourites if requested; use sales props (e.g. feature menus, photos), if available; suggest popular items, if requested (NOSF-C6.2)*
- ❑ *suggest wine and food combinations, for example: light-flavoured, light-bodied wines paired with mild-flavoured foods, e.g. white wine and oysters (NOSF-C6.2)*
- ❑ *encourage sober friends to drive intoxicated guest home (NOSF-C6.6)*
- ❑ *promote tourism activities, for example: suggest possible activities to guests; give directions; use personal experiences to inform guests about favourite places and activities, if requested (NOSF-C6.7); (NOSB-C6.7)*
- ❑ *up-sell specialty coffee and alcoholic coffee drinks (NOSF-D9.4)*
- ❑ *up-sell specialty waters, e.g. still, sparkling (NOSF-D9.5); (NOSB-D9.1)*

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

- ❑ *refuse more wine service as cordially as possible and offer food and coffee as an alternative (ESF-TS); (ESB-TS)*
- ❑ *notify supervisor immediately if customer complains of potential food-related illness (NOSB-C6.3)*
- ❑ *address disruptive or threatening behaviour: ask guest to refrain from undesirable behaviour (NOSF-C6.4); (NOSB-C6.4)*
- ❑ *ask guests to: leave premises with unlicensed alcohol (NOSF-C6.6); remove unlicensed alcohol from premises (NOSB-C6.6); leave purchased alcohol in the establishment (NOSF-C6.6); leave licensed alcohol within establishment (NOSB-C6.6)*
- ❑ *explain to guests that bringing alcohol into the establishment is illegal (NOSF-C6.6); (NOSB-C6.6)*
- ❑ *explain to guests that taking alcohol out of the establishment is illegal (NOSF-C6.6); (NOSB-C6.6)*

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

- ❑ *ask for feedback from others (NOSF-A3.2)*
- ❑ *network with other industry professionals, e.g. seek mentoring relationships with supervisors and senior staff (NOSF-A3.2); (NOSB-A3.2)*
- ❑ *(consult with) a supervisor to deal with an irate guest whose complaint cannot be satisfactorily settled (ESF-TS); (ESB-TS)*

## IV. Information

### Presentations

Describe briefly a person, object, situation and daily routine. (CLB 3)

- describe regular menu items (NOSF-C6.2)
- describe specials and other items, if requested (NOSF-C6.2)
- restate beverage order when delivering (NOSF-D8.1)
- identify orders when placed on table: state name of item ordered, e.g. "Your steak"; identify special details of order, e.g. rare, no salt (NOSF-D8.7)
- state name, year and type of wine (NOSF-D9.1)
- recite wine name, year and type, to confirm that wine host is satisfied with selection (NOSB-D9.2)
- identify special orders when placing on table; e.g. rare meat, no salt, vegetarian selection (NOSB-D9.3)

Express immediate and future needs, wants, plans. (CLB 3)

- request correction if items are not as ordered or presentation is incorrect (NOSF-D8.7); (NOSB-D9.3)

Relate a sequence of events in the present, past or future. (CLB 5)

- identify nature of emergency...give address twice; provide other information, as requested (NOSF-B4.5)

Describe a scene or picture. (CLB 5)

- contact the appropriate department to resolve a complaint about the temperature in a meeting room (ESB-TS)
- report inappropriate storage of flammable substances to supervisor (NOSF-B4.1); report inappropriate storage (of hazardous materials) to supervisor (NOSB-B4.1)
- report potential hazards to supervisor, co-workers, maintenance workers or Occupational Health and Safety Committee (NOSF-B4.3); (NOSB-B4.3)
- report operating issues that require maintenance (NOSF-B4.3); (NOSB-B4.3)
- report misuse of equipment (NOSB-B4.3)
- describe wine and beverage options; e.g. those listed on BEO, premium liquors, wines available for purchase (NOSB-C6.2)
- contact maintenance or supervisor if tools or equipment require maintenance or repair (NOSF-D7.1)
- answer questions about menu items and specials (NOSF-D8.1)
- describe basic cuts and preparation of beef, lamb, pork, veal and poultry (NOSF-D8.3); basic fish cuts and preparation options (NOSF-D8.4); types of shellfish and other seafood preparation options (NOSF-D8.4); basic nutritional features of dishes (NOSF-D8.5); common allergens in menu items (NOSF-D8.5); food preparation, including cooking methods, in terms that guests can understand (NOSF-D8.6)
- report malfunctions to supervisor or service representative (NOSF-E10.1); (NOSB-E13.1)

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

- admit personal responsibility for mistakes (NOSB-A1.1)
- provide additional explanation, when required (NOSF-A2.2)
- debrief on disruptive or threatening incident with supervisor and establishment security (NOSF-C6.4); (NOSB-C6.4)

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

- answer requests for information about local attractions, amenities and services (ESF-OC)

Describe a simple process. (CLB 6)

- promote establishment services, specials and products, for example: explain establishment services (to guests), e.g. bring-your-own-bottle (of wine) (NOSF-C6.2)
- explain establishment policies to guests (NOSF-C6.3); (NOSB-C6.3)

### Interaction One-on-One

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

- seek information from supervisors, such as finding out what time the candles at the tables are to be lit (ESF-OC); (ESB-OC)
- (verify) the charges and receiving payment by credit card, debit card or cash and making change, if necessary (ESB-NU)
- consult with co-workers to obtain information on how to correct problems with the computerized billing system (ESF-FI)
- call for assistance if they are unable to make the repair themselves (ESF-TS)
- ask supervisor for new tasks when idle (NOSF-A1.1)
- ask co-workers or supervisor for clarification when traffic guidelines are unclear (NOSF-B4.4); (NOSB-B4.4)
- ask supervisor at start of shift about daily beverage options (NOSB-C6.2)

- ❑ *verify that identification is genuine (NOSF-C6.6); for example: ask questions about information on identification; ask for second piece of identification (NOSB-C6.6)*
- ❑ *call taxi for guest (NOSF-C6.6)*
- ❑ *inform supervisor of reduction in inventory (NOSF-D7.2)*
- ❑ *explain changes to guest if void, complimentary item or adjustment appears on guest check (NOSF-E10.2)*
- ❑ *verify deposit with supervisor (NOSF-E10.3)*

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

- ❑ *speak to supervisors to give an update of the day's work or determine cleaning lists (ESF-OC)*
- ❑ *(speak) with guests to obtain their orders (ESF-OC); (speak) with chef to clarify new menu items, (speak) with kitchen staff to clarify special orders (ESB-OC)*
- ❑ *(ask) the houseman to bring in more chairs or tables or (speak) to kitchen stewards about clean-up (ESF-OC); (ESB-OC)*
- ❑ *speak with colleagues from other establishments to book reservations in the event own establishment is completely booked (ESF-OC)*
- ❑ *speak to the banquet captain, to provide feedback (ESB-OC)*
- ❑ *answer questions (from inspectors) as appropriate (NOSF-A3.3); (NOSB-A3.3)*

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

- ❑ *probe guests' wine preferences in order to give a suitable recommendation from the wine selection (ESF-OC)*
- ❑ *communicate with other food and beverage servers on the shift about the division of responsibilities (ESF-OC)*
- ❑ *communicate with other banquet servers about the division of responsibilities, as well as to coordinate activities and use of work space (ESB-OC)*
- ❑ *coordinate tasks with other team members (ESB-OC)*
- ❑ *coordinate tasks with co-workers to determine who will work in each section and do different tasks (ESF-TS); (ESB-TS)*
- ❑ *(ask) the chef about the ingredients in particular menu items, to be able to respond to guests' queries about them (ESB-FI)*
- ❑ *communicate with co-workers and supervisor to coordinate efforts and explain challenges (NOSF-A3.1)*
- ❑ *coordinate efforts with team members and supervisor (NOSB-A3.1)*
- ❑ *obtain clarification from supervisors (about applicable legislation) (NOSF-A3.3); (NOSB-A3.3)*
- ❑ *ask supervisor about daily specials at start of shift (NOSF-C6.2)*
- ❑ *notify supervisor of complaints (NOSF-C6.3)*
- ❑ *inform co-workers about guests who may be over-consuming alcohol (NOSF-C6.6)*
- ❑ *inform team members if individuals appear to be overindulging (NOSB-C6.6)*
- ❑ *inform bartender and supervisors about intoxicated guests (NOSF-C6.6); (NOSB-C6.6)*
- ❑ *confirm with supervisor that function host ordered items not on [banquet event order] BEO, e.g. additional bottles of wine (NOSB-E13.2)*

**Interaction in a Group**

**Participate in a small group discussion. (CLB 5)**

- ❑ *explain challenges to team members and supervisor (NOSB-A3.1)*

**Express necessity, worry, or concern. (CLB 5)**

- ❑ *ask guests' friends to slow or stop guests' alcohol consumption (NOSF-C6.6); (NOSB-C6.6)*

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

- ❑ *participate in staff meetings, providing information and suggestions to other staff members (ESF-OC); (ESB-OC)*
- ❑ *participate in formal discussions about work processes or product improvement (ESF-WWO); (ESB-WWO)*
- ❑ *attend staff meetings about new promotions (NOSF-C6.2)*

# 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)

- *[listen to] guests' stated preferences and meal selections (ESB-TS)*
- *listen actively (NOSF-A2.2); (NOSB-A2.2)*
- *focus on message; for example: show interest in what is said (NOSB-A2.2)*

Identify mood/attitude of participants. (CLB 6)

- *note guest behaviours and reactions; e.g. watch body language (NOSB-C6.1)*
- *identify threatening behavior; e.g. guest threatening to start fight, acting in emotionally unstable way (NOSB-C6.2)*

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 details of complaints or concerns (NOSF-C6.3); (NOSB-C6.3)*

## II. Instructions

Understand a range of spoken everyday instructions on step by step procedures. (CLB 5)

- *may receive work assignments from the captain or supervisor (ESB-TS)*
- *receive assignments from their supervisors or managers (ESF-TS)*
- *(ask) a supervisor...what needs to be done for an event (ESB-FI)*
- *accept direction from supervisors (NOSF-A2.1)*

Understand simple directions on the phone. (CLB 7)

- *(receive) a take-out order (ESF-OC)*
- *[listen to instructions from other servers] via a headset (ESB-OC)*

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

- *retrieve voice mail messages (NOSF-A2.2)*

## III. Suasion (Getting Things Done)

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

- *confirm with guests that their needs are being met (NOSF-C6.5); (NOSB-C6.5)*
- *receive acknowledgement from guests that orders are correct (NOSF-D8.7)*
- *receive host's confirmation of selection (NOSF-D9.1)*

Demonstrate comprehension of factual details and some inferred meanings in simple advice and suggestions, announcements and commercials. (CLB 5)

- *confirm guest satisfaction, for example: ask guests to provide feedback (NOSF-C6.1)*

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

- *respond to special guest requests, such as a request for cappuccino instead of regular coffee (ESF-OC)*
- *accept constructive feedback (NOSF-A2.1); (NOSB-A2.1)*
- *accept direction from supervisors (NOSB-A2.1)*
- *confirm with guests specific requirements of accommodation, e.g. particular type of seating, ramp availability, table in quieter part of dining room (NOSF-C6.5); e.g. vegan or vegetarian options, sauces without alcohol (NOSB-C6.5)*
- *confirm time of service for courses that are out of sequence, e.g. appetizer in place of main course (NOSF-D8.1)*

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

- *interpret and translate the statement "I have Celiac disease" into the thought "This person requires food to be gluten-free which means none of the pasta items" (ESF-OI)*
- *answer guests' questions about (ingredients in various food and beverage selections) (ESB-TS)*
- *(respond) to guest demands (ESB-TS)*
- *listen carefully to determine guest needs and preferences (NOSF-C6.1); (NOSB-C6.1)*

## IV. Information

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

- *get information from chefs about which foods are fresh and which are frozen so they can respond to guest inquiries (ESF-FI); (ESB-FI)*
- *verify with kitchen staff whether changes to preparation technique is possible (NOSF-D8.5)*

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)

- *may cross-train for food- and beverage-service or bartending positions (ESB-CL)*
- *participate in cross-training (NOSB-A3.2)*
- *attend staff meetings about new promotions (NOSB-C6.2)*
- *participate in familiarization tours, if available (NOSF-C6.7)*

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, for example: Workplace Hazardous Materials Information System (WHMIS); first aid; guest service; government-sponsored courses; e.g. Smart Serve, Serving It Right, Responsible Beverage Server; wine-tasting or wine-appreciation seminars (ESB-CL)*
- *participate in opportunities for professional development, for example: attend training sessions; attend salesperson visits (NOSF-A3.2); (NOSB-A3.2)*

## Skill: Reading

### I. Social Interaction Texts

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

- *read correspondence (ESF-RT)*

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

- *may read emails from the department to inform staff of upcoming events (ESF-RT); (ESB-RT)*
- *may read in-house memos posted by management to inform staff of job postings or new hires (ESF-RT)*
- *may read reservations to learn about number of people expected, length of stay, and dietary concerns (ESF-RT)*

Identify factual details and inferred meanings in moderately complex notes, e-mail messages and letters expressing appreciation, complaint, hope, satisfaction, dissatisfaction. (CLB 7)

- *may read letters of appreciation from guests or suggestions for improvements to service (ESF-RT)*

### II. Instructions

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

- *read instruction sheets for credit card authorizations (ESF-RT)*
- *may read recipes to learn about ingredients used (ESF-RT)*
- *(locate) data about events in BEO forms, to determine responsibilities (ESB-DU)*

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

- *review shift requirements: check reservations sheet for special needs and events; determine table locations; identify duties (NOSF-D7.1)*

Follow everyday instructional texts. (CLB 7)

- *may read in-house policy manuals (ESB-RT)*
- *may refer to a manual to learn how to keep equipment in good repair (ESF-FI)*
- *(read) manufacturers' instructions (for operating equipment) (NOSB-B4.3)*
- *follow instructions in manual (NOSF-B4.6); (NOSB-B4.6)*

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

- *interpret MSDS information (NOSF-B4.2); (NOSB-B4.2)*

Follow coherent extended instructional directions. (CLB 8)

- *read establishment's policies concerning punctuality, uniforms, and operational procedures (ESF-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)

- *refer to manuals, such as manuals for touchscreen ordering and billing software (ESF-RT)*
- *may read training manuals from courses such as Smart Serve, WHMIS, Occupational Health and Safety, and First Aid (ESF-RT)*

### III. Business/Service Texts

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

- *refer to WHMIS symbols (ESF-DU); (ESB-DU)*
- *identify WHMIS hazard symbols (NOSB-B4.2)*

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

- *get information about upcoming events from brochures, pamphlets or the restaurant...so they can advise guests (ESF-FI)*

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

- *may read labels to determine ingredients or caloric information (ESB-RT)*
- *read menus, daily special sheets and wine lists (ESF-DU)*
- *(read) menus and wine lists (ESB-DU)*
- *read labels on bottles and food products to respond to guests' enquiries about the product (ESF-DU)*

- *(read) labels on bottles, to respond to guests' product inquiries (ESB-DU)*
- *assess the authenticity of ID (ESF-TS)*
- *read printouts from...computerized cash registers (ESF-CU); (ESB-CU)*
- *check expiry dates on supplies (NOSF-B5.3)*
- *compare incoming goods with accompanying documentation (NOSB-B5.3)*
- *ensure guest check details are correct (NOSF-E10.1)*
- *compare signature on charge slip with signature on credit card to ensure match, if applicable (NOSF-E10.2)*
- *verify that voids, complimentary items or adjustments are rectified on guest check (NOSF-E10.2)*
- *check date of expiry to ensure validity (NOSF-E10.2)*
- *verify bill details (NOSB-E13.1)*
- *review bill before handing to guest (NOSB-E13.2)*

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

- *read "pre-service" memos posted by management (ESF-RT); (ESB-RT)*
- *(read) banquet event order (BEO) change forms to learn of changes to original orders (ESB-RT)*
- *may check the business' email account to search for e-reservations (ESF-CU)*

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

- *may read event orders that give details of banquet seating, itinerary, service and speeches (ESF-RT); (ESB-RT)*
- *follows the BEO or function sheet (ESB-TS)*
- *review details of BEO (NOSB-A2.3)*
- *review BEO [Banquet Event Order] for banquet or function requirements (NOSB-D7.1); table set-up requirements (NOSB-D7.3); buffet set-up requirements (NOSB-D7.4); instructions (NOSB-D11.2); food and beverage delivery times (NOSB-D11.3); payment directions (NOSB-E13.2)*

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

- *read bills for food orders, which may contain names, amounts, room numbers, and items ordered (ESF-DU)*
- *refer to work schedules, in table format, showing names and shift information (ESF-DU); (ESB-DU)*
- *may refer to touchscreen information regarding highest daily sales, highest dessert sales, and number of guests served (ESF-DU)*

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

- *read information on material safety data sheets (MSDS) (ESF-RT)*
- *(review information on) material safety data sheets (MSDS) (ESF-DU); (ESB-DU)*
- *(read) handling, storage and disposal guidelines for hazardous materials (NOSF-A4.2); (NOSB-A4.2)*

**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 government publications outlining regulations for the serving of alcohol (ESF-RT)*
- *(read) relevant legislation, including: labour and employment codes; safety and fire codes; public health and sanitation codes; liquor service laws; Workplace Hazardous Materials Information System (WHMIS); Workers' Compensation; privacy legislation (NOSF-A3.3); (NOSB-A3.3)*
- *review applicable legislation and regulations (NOSF-A3.3)*
- *review legislation and regulations (NOSB-A3.3)*
- *review any (public health and sanitation) inspection reports with supervisor (NOSF-A3.3); (NOSB-A3.3)*

## **IV. Informational Texts**

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

- *may read log books to determine which tasks from previous functions must be completed before ensuing functions are set up (ESB-RT)*

**Use standard reference texts: dictionaries, maps and diagrams, graphs. (CLB 4)**

- *obtain specific information from graphs or charts; interpret information on graphs and charts; read assembly drawings (ESB-DU)*

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

- *may refer to books to obtain information about specific wines (ESF-TS)*
- *research (tourism) services, products and activities (NOSF-C6.7); (NOSB-C6.7)*
- *[read to] locate requested information [about local and regional tourism activities] (NOSB-C6.7)*

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

- *may refer to floor plans to determine layout for special events (ESF-DU)*
- *may refer to floor plans that show table numbers assigned to servers (ESB-DU)*
- *(scan) the BEO, reviews diagrams for appropriate room set-up (ESB-FI)*

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

- *may read brochures from wine agents and liquor distributors to learn more about the characteristics of various products (ESF-RT)*

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

- *may refer to vintage charts that compare the characteristics of various wines by year and provide a rating (ESF-DU)*
- *may refer to manual drawings to assemble equipment parts correctly, such as a blender for making milkshakes (ESF-DU)*

### **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 search engines to find information on local events or attractions (ESF-CU)*
- *check established websites to find information on particular wines, such as length of aging process and the extent of the presence of oak (ESF-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)

- may create reminder lists to indicate the number of tablecloths, plates and other supplies needed, to prevent multiple trips to storage (ESB-DU)
- may write notes to relay information to team members (ESB-W)
- may write beverage orders, if there is a large number of guests (ESB-W)
- may write brief details about food orders (e.g. which guests have selected option A or B, guests with food allergies), to ensure that orders are delivered to the right guests (ESB-W)
- may write reminder lists (ESB-W)
- label stored food with "best before" date (NOSF-B5.3); (NOSB-B5.3)
- take beverage order...take food order (NOSF-D8.1)
- note special requests or substitutions, e.g. salad instead of baked potato (NOSF-D8.1)
- record and total non-cash totals (NOSF-E10.3)

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

- take (telephone) messages (NOSB-A2.2)
- take messages for guests and co-workers (NOSF-A2.2); (NOSB-A2.2)

### III. Business/Service Messages

Fill out simple forms. (CLB 3-4)

- fill in time cards (ESF-DU); (ESB-DU)
- may keep running tabs when selling alcohol (ESB-DU)
- (complete) shift change forms if he or she wishes to exchange scheduled shifts with other servers (ESB-DU)
- complete spillage and complimentary drink forms to track the number of drinks given out (ESF-DU)
- (record) wastage (e.g. unused coffee, butter, condiments) on wastage sheets (ESB-W)
- write cash-out slips showing name, department, date and dollars (ESF-W)
- (complete) the appropriate forms to record wastage (ESF-TS)
- maintain records of spillage and breakage (NOSF-B5.3); (NOSB-B5.3)

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

- creates buffet signs to identify the food being served (ESB-DU)
- creates identification signs for coffee, tea and decaffeinated coffee (ESB-DU)
- may write wine information for patrons who want details of a wine they enjoyed (ESF-W)
- may write food and beverage orders, noting any food allergies and special requests for the attention of kitchen staff (ESF-W)
- write notes to remind themselves of the set-up details for large groups, parties and other events (ESF-W)
- write notes to managers to advise when food and beverage stocks are in short supply (ESF-W)

Fill out forms. (CLB 5)

- may complete inventory forms, entering quantities and product descriptions (ESF-DU)
- may complete forms to record daily sales (ESF-DU)
- may complete function sheets to record reservation requests (ESF-DU)
- may write details about reservations, indicating time, number of guests, and any special comments (e.g. birthday dinner) into logbooks and reservation forms (ESF-W)
- fill out order requisitions (NOSB-D12.1)
- complete billing records for extra items ordered by function host (NOSB-E13.2)
- record additional item and service orders (NOSB-E13.2)

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

- ❑ *may write food or drink specials on a menu board (ESF-W)*
- ❑ *use email to send notices to other staff members about matters such as out-of-stock items (ESF-CU)*
- ❑ *send (email) messages (NOSB-A2.2)*
- ❑ *record details of void, complimentary item or adjustment (NOSF-E10.2)*

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

- ❑ *(fill) in shift reports, to summarize events for management (ESB-DU)*
- ❑ *record shift information (NOSB-D12.1)*

#### **IV. Presenting Information**

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 brief incident reports, to record customer complaints and how they have been resolved (ESF-W); (ESB-W)*
- ❑ *may write notes to trainees to explain procedures (ESF-W)*
- ❑ *record details of emergency including, for example: date and time of report; time authorities were contacted and arrived (NOSF-B4.5); (NOSB-B4.5)*
- ❑ *document problems or issues...log complaints and actions taken, if necessary (NOSF-C6.3); (NOSB-C6.3)*
- ❑ *document details of incident, as necessary (NOSF-C6.4); (NOSB-C6.4)*
- ❑ *record details of the incident and action taken (NOSF-C6.6)*

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**For more information about:**

Canadian Language Benchmarks or  
Occupational Language Analyses

**Contact:**

Centre for Canadian Language Benchmarks,  
400 - 294 Albert Street,  
Ottawa, ON K1P 6E6  
Ph. (613) 230-7729  
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National Occupational Standards for Food and  
Beverage Server and Banquet Server

Canadian Tourism Human Resource Council,  
151 Slater Street, Suite 608  
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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  
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[http://www.hrsdc.gc.ca/eng/workplaceskills/essential\\_skills/general/home.shtml](http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml)

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**Registered in Ottawa this 30th day of March 2012**