



## Food Service Counter Attendants (NOC 6641)

### Job Definition<sup>1</sup>:

Food service counter attendants prepare, heat and finish cooking simple food items and serve customers at food counters. They are employed in cafeterias, fast-food outlets, restaurants, hotels, hospitals and other establishments.

### Additional Occupational Information<sup>2</sup>:

Food service counter attendants are employed in cafeterias, fast-food outlets, restaurants, hotels, hospitals and other establishments. They prepare, heat, and finish cooking simple food items, and serve customers at food counters. Responsibilities may include knowledge of nutrition, special diets, sanitation, safety, communication, food preparation, and the servicing and operation of kitchen equipment. Food service counter attendants are also known as food service workers, food handlers, kitchen operations workers, fast food service workers, and food and beverage servers.

### 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 service counter attendants. The tasks are illustrative only, and do not provide a complete sample of what a food service counter attendant 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 Food Service Counter Attendant*, Canadian Tourism Human Resource Council
- the *Essential Skills Profile for Food Service Counter Attendant*, Canadian Tourism Human Resource Council

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

<sup>1</sup> *Essential Skills Profile for Food Service Counter Attendant (NOC 6641)*, Canadian Tourism Human Resource Council

<sup>2</sup> *National Occupational Standards for the Food Service Counter Attendant*, Canadian Tourism Human Resource 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-B2.5) = National Occupational Standard, Major Category B, Skill 2; Subskill 5

## Comparative Ratings:

The following chart compares typical and most complex essential skills ratings for food service counter attendants, 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*<sup>3</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	2	6 - 8
Listening	1 - 2	5 - 8	2	6 - 8
Reading	1 - 3	3 - 9	3	7 - 9
Writing	1	4 - 5	1	4 - 5

## Common Conditions of Communication:

Condition	Description
Purpose	– selling food and beverages; providing customer service; taking and confirming customer orders; working as part of a team
Audience	– one-on-one with customers, co-workers, supervisors and delivery personnel; group interaction with co-workers and supervisors
Context	– routine activities; pace is fast at times
Topic	– routine and concrete topics typically limited to menu items, currency exchange
Mode	– face-to-face with customers and co-workers; by phone to take orders, by radio for drive through operations

<sup>3</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 customers (ES-OC)
- greet guests promptly (e.g., smile and say words of greeting ... saying "I will be with you in a moment") (NOS-A1.3b)
- acknowledge guests upon arrival: make eye contact; greet verbally (NOS-A2.3a)
- greet customer: speak clearly with pleasant tone; acknowledge repeat customers; use guest's name if known (NOS-E1.4)
- acknowledge customer prior to the sale to ensure they select your services (NOS-E3.2a)
- acknowledge and speak directly to child (NOS-E4.1a)

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

- make guests feel welcome: smile; use guest's name if known; acknowledge repeat guests (e.g., offer favourite drink or table, say, "It is nice to see you again.") (NOS-A2.3b)

#### **Take leave appropriately. (CLB 4)**

- end conversation by expressing appreciation for business received (NOS-A2.4m)
- make closing comments (NOS-D3.4d)
- close the sale: thank customers; invite return visits; use closing comment (e.g., "Enjoy your meal"); be positive (NOS-E3.4)

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

- offer condiments (NOS-D3.4b)
- offer samples: demonstrate new products to attract customers; offer existing products to new customers (NOS-E2.5)
- offer extra assistance when situation requires: carry packages; open doors; make special deliveries (NOS-E2.6b)

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

- apologize to those kept waiting (NOS-A2.5a)
- apologize for error or inconvenience (NOS-E5.2b)
- apologize discreetly to inconvenienced guests (NOS-E5.3d)
- say, "I'm sorry, but the credit card company will not authorize this charge." (NOS-F2.4f)

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

- explain information, maintain normal speaking volume and manner in difficult situations; explain difficult situations without offending (NOS-A1.3a)
- resolve guest complaints or concerns: thank guest for bringing problem to your attention; (e.g., accept responsibility for own mistakes, do not offer excuses, do not blame others) (NOS-E5.2)
- ask guest to refrain from undesirable behaviour (e.g., smoking cigar, swearing) (NOS-E5.3c)

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

- show genuine concern (NOS-A1.3a)
- assist ill or injured guest (NOS-B2.4)
- empathize with guest (NOS-E5.1c)

#### **Express and respond to expressions of respect, friendliness, distance and indifference. (CLB 9)**

- use appropriate humour, laugh and have a good time (NOS-A1.2b)

### Conversation Management

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

- give full attention to guests and maintain eye contact; show interest in work and guest's needs (NOS-A1.3a)
- show interest in what is being said: lean forward slightly; do not interrupt; acknowledge with nod or smile (NOS-A2.2c)

#### **Confirm own comprehension. (CLB 7)**

- confirm understanding of guest's needs (NOS-A1.3b)
- confirm understanding (e.g., repeat message in own words, ask questions to clarify) (NOS-A2.2d)

### Phone Competencies

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

- *demonstrate effective telephone communications: clearly identify self and establishment (NOS-A2.4b)*

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

- *if phone rings while serving a guest, find out reason for call and prioritize accordingly (NOS-A2.4o)*

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

- *demonstrate effective telephone communications: repeat information received (e.g., order, address, telephone number) (NOS-A2.4i)*

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

- *when calling out, explain reason for call (NOS-A2.4c)*
- *return to people on hold: let them know that they have not been forgotten (NOS-A2.4l)*
- *telephone authorization centre (NOS-F2.4e)*

## **II. Instructions**

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

- *use clock positions as reference when giving direction (e.g., “Your glass is at 2 o’clock”) (NOS-E4.5d)*

**Give a set of instructions dealing with simple daily actions and routines where the steps are not presented as a point-form sequence of single clauses. (CLB 6)**

- *share knowledge and skills with co-workers (NOS-A1.6b)*
- *direct visitor to other information services for additional information (e.g., tourism visitor information centre) (NOS-E6.4c)*

**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 performed (ES-WWO)*
- *assign routine tasks to other workers (ES-WWO)*

## **III. Suasion (Getting Things Done)**

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

- *alert others of possible hazards (NOS-B1.1a)*
- *warn others of spill (NOS-B1.2b)*
- *warn others of potential hazards (NOS-B1.3f)*

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

- *ask for and offer help; thank others when they help you (NOS-A1.5e,g)*
- *recruit assistance for very heavy or awkward items (NOS-B1.4e)*
- *enlist help from guest’s family or friends (NOS-B2.4-d)*

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

- *interact with suppliers and delivery personnel to place orders or to receive shipped products (ES-OC)*
- *if authorization is declined again, request another form of payment (NOS-F2.4f)*
- *request guest’s signature (NOS-F2.4i)*

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

- *call emergency personnel: dial emergency number; identify nature of emergency; give address twice; provide any other information requested, if possible; stay on line until emergency personnel disconnects call (NOS-B1.6b)*

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

- *recommend company that can provide service if yours cannot (NOS-A1.3a)*
- *make suggestions of services or products that might improve guest’s visit; use discretion (NOS-A2.4n)*
- *offer alternative information sources if enquiry can not be dealt with (NOS-A2.5d)*
- *encourage enquirer to use establishment and facilities (NOS-A2.5g)*
- *use selling techniques: use suggestive sell (e.g., “Would you like to try a piece of chocolate cake?”); suggest add-ons (e.g., “Would you like cheese on your burger?”); explain upgrades (e.g., “For an extra \$1.00 you can get a Caesar salad”); identify best value (e.g., “This combo will save money,” or “This promotion offer will save you money”) (NOS-E3.3)*
- *consult with parents: confirm order and cutlery required; offer booster or high chair, if required, place out of traffic aisle; offer children’s menu or smaller portion, if available; offer to place order immediately, if possible; offer to bring bread or crackers immediately; offer extra napkins or a clean, damp cloth; offer unstemmed glassware filled to a level manageable by children; offer crayons and paper, if available; offer additional tableware if child is sharing with someone else (NOS-E4.1b)*

- ❑ *serve elderly guests: offer seating in well-lit, quiet area; offer seating in most suitable and comfortable chair available; offer senior menu, if available; speak slowly, clearly, in normal tone and volume, and directly to guest (NOS-E4.2)*
- ❑ *serve visually impaired guests: offer seating in well-lit area; read menu; serve hard-of-hearing guests: offer seating in quiet area; face guest, and speak slowly and clearly to accommodate lip reading; offer pen and paper (NOS-E4.5, 4.6)*

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

- ❑ *notify supervisor of needed supplies (NOS-B1.5g)*
- ❑ *notify supervisor of electrical problems immediately (NOS-B1.1e)*
- ❑ *place verbal ... order (NOS-D3.1e)*
- ❑ *ask for identification, if necessary (NOS-F2.3c)*

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

- ❑ *discourage negative gossip and backstabbing (NOS-A1.2h)*
- ❑ *announce presence when approaching blind corner or walking behind someone (e.g., say “coming around corner” or “behind”) (NOS-B1.3j)*
- ❑ *if directed to evacuate building: inform guests of nearest exit; direct flow of traffic (e.g., move guests well beyond exits, out of way of emergency personnel) (NOS-B1.6f)*
- ❑ *ask adults to keep children at table for their own safety if children are in traffic area or are disturbing other guests (NOS-E4.1e)*
- ❑ *serve visually impaired guests: notify guests when approaching or leaving table (NOS-E4.5e)*

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

- ❑ *accept and provide constructive feedback (NOS-A1.5j)*

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

- ❑ *extend hospitality and encourage visitors to: stay longer; use more products and services during stay; visit again; speak positively about visit (NOS-E6.1d)*

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

- ❑ *provide feedback to the company if you have noticed areas for possible improvement (NOS-A1.6c)*

**Propose/recommend that certain changes be made in a familiar area. (CLB 8)**

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

## **IV. Information**

### **Presentations**

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

- ❑ *describe products and services offered by company (NOS-A1.3a)*
- ❑ *speak positively about company (NOS-A1.4a)*
- ❑ *describe the daily specials (NOS-E2.2a)*
- ❑ *share knowledge and pride of local area, zone/region, province/territory and country (NOS-E6.1c)*
- ❑ *describe main features of: current and upcoming events and attractions; local products and services (NOS-E6.4a)*

**Describe, compare and contrast in detail two events, jobs or procedures. (CLB 7)**

- ❑ *promote local products and services, events and attractions (NOS-E6.4b)*

**Describe a moderately complex process. (CLB 7)**

- ❑ *orient new employees (ES-WWO)*

### **Interaction One-on-One**

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

- ❑ *ask (customer) what they wish to order (ES-OC)*
- ❑ *provide correct information (NOS-A1.3a)*
- ❑ *provide information if possible; if not possible ask supervisor for assistance (NOS-A2.5c)*
- ❑ *relay accurate establishment information as requested (e.g., address, hours of operation, latest specials and offers) (NOS-A2.5f)*
- ❑ *report to supervisor on waste (NOS-C2.3c)*
- ❑ *ensure product quality and safety: when questionable check with supervisor (NOS-C3.3e)*

- ❑ *answer questions on pricing (NOS-E2.2b)*
- ❑ *communicate portion size (NOS-E2.2c)*
- ❑ *serve guests with disabilities: speak directly to guest; explain menu; ask guest to point to menu items or offer pen/pencil if speech is incomprehensible (NOS-E4.4)*
- ❑ *inform customer of totals (NOS-F2.1c)*
- ❑ *verify exchange rate with supervisor (NOS-F2.2c)*
- ❑ *inform guests of exchange rate (NOS-F2.2c)*

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

- ❑ *ask supervisor to determine: policies and procedures (e.g., dress code, staff conduct, procedures for walkouts, emergency procedures); background information (e.g., date established, names of owners and management, address, telephone and facsimile numbers, other locations); hours of operation (e.g., for restaurant, kitchen and bar); layout of facility (e.g., exits, washrooms, coat check, supply room, smoking areas, licensed areas) (NOS-A1.7a)*
- ❑ *report potential hazards to supervisor: wobbly chairs and tables; splintered or rough surfaces; torn carpet or loose floor tiles; inadequate or burned out lighting; faulty equipment (NOS-B1.2c)*
- ❑ *determine needs: ask probing questions; ask leading questions (NOS-E2.1)*
- ❑ *answer questions on product contents (e.g., ingredients); answer questions on product preparation; answer questions on product history (e.g., story behind product); answer questions on shelf life (e.g., salads are prepared fresh daily) (NOS-E2.3)*
- ❑ *confirm to guest that changes were made to accommodate dietary needs (NOS-E4.8)*

**Ask for and/or provide detailed information related to personal needs, varied daily activities and routine work requirements. (CLB 8)**

- ❑ *report emergency to supervisor (NOS-B1.6c)*
- ❑ *assess situations and notify: supervisor; company first-aid personnel (e.g., certified personnel); emergency personnel, if necessary (NOS-B2.4a)*
- ❑ *provide information to emergency personnel as requested (NOS-B2.4d)*
- ❑ *tell supervisor about complaint or concern before guest leaves (NOS-E5.2e)*
- ❑ *notify supervisor if undesirable behaviour continues (NOS-E5.3f)*

**Discuss options. (CLB 8)**

- ❑ *suggest alternative options as required (NOS-A2.5h)*
- ❑ *identify food options (NOS-E2.2d)*
- ❑ *suggest possible alternatives; seek guest's approval of alternatives or other possible solutions (NOS-E5.2c)*

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

- ❑ *discuss schedules and quality concerns with managers (ES-OC)*
- ❑ *talk to co-workers daily to coordinate their activities (ES-OC)*

**Interaction in a Group**

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

- ❑ *participate in formal discussions about work processes or product improvement (ES-WWO)*
- ❑ *participate in staff meeting (e.g., share knowledge, suggest alternative actions to complaints) (NOS-A1.5k)*

# Skill: Listening

## I. Social Interaction

**Identify specific factual details and inferred meanings in dialogues of casual small talk, introductions, leave-taking, and in short phone calls. (CLB 4)**

- *if phone rings while serving a guest, find out reason for call and prioritize accordingly (NOS-A2.4o)*

**Identify mood/attitude of participants. (CLB 6)**

- *listen carefully to other party and try to sense their mood (NOS-A2.4g)*

**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 a] customer (complaint) about the portion size (ES-TS)*

## II. Instructions

**Understand simple directions on the phone. (CLB 7)**

- *(take) telephone orders (NOS-D3.1a)*
- *access tourism information: use available resources (e.g., toll-free information lines) (NOS-E6.4d)*
- *telephone authorization centre (NOS-F2.4e)*
- *follow credit card company instructions, if credit card company reports card as stolen or lost (NOS-F2.4g)*

## III. Suasion (Getting Things Done)

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

- *listen carefully when taking customer orders in order to be sensitive to nuances in customer preferences (ES-OC)*
- *(receive) requests to deviate from the standard menu (ES-TS)*
- *do other duties as requested (NOS-A1.4a)*
- *use good listening skills to make customers feel they are being looked after in a timely manner (NOS-A2)*
- *(take) counter customer orders (NOS-D3.1b)*
- *(take) drive-thru customer orders (NOS-D3.1c)*
- *use good listening skills and take the customer's order correctly (NOS-E2)*

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

- *listen to guest's questions and comments, especially regarding dietary needs, time constraints, special occasions, business meetings (NOS-A1.3b)*
- *respond to emergencies: cooperate with supervisor and emergency personnel (NOS-B1.6e)*
- *determine details of complaint or concern: ask questions to clarify; watch for non-verbal communications (NOS-E5.1a)*

**Identify stated and unspecified meanings in extended warnings, threats, suggestions and recommendations. (CLB 8)**

- *be receptive to new ideas, change and constructive feedback (NOS-A1.6d)*

## IV. Information

**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)**

- *serve guests with special dietary needs: consult with chef and/or supervisor (NOS-E4.8b)*

**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)**

- *listen to and explain information, maintain normal speaking volume and manner in difficult situations (NOS-A1.3a)*

**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)**

- *participate in cross-training (NOS-A1.5l)*
- *keep up-to-date on activities and special promotions: attend meetings; consult supervisor and other staff (NOS-A1.7b)*

- *access tourism information: use available resources (e.g., radio, presentations, videos) (NOS-E6.4d)*

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

- *participate in: staff meetings (e.g., provide input); in-house training sessions; skills development programs (e.g., standards and certifications); industry-related workshops, seminars and conferences (NOS-A1.6a)*



## 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)

- ❑ read recipe cards, such as those for special coffees (ES-DU)
- ❑ review recipes (NOS-C1.3b)
- ❑ follow standard recipes: prepare fresh foods; prepare frozen foods; prepare pre-cooked foods; prepare processed foods; prepare beverages (NOS-C3.2)
- ❑ prepare food according to recipe (NOS-D3.5c)

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

- ❑ review daily plans (NOS-C1.3a)
- ❑ follow preparation list/workplan: identify tasks to be performed (NOS-C3.1a)

#### 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 instructions for food preparation and guidelines for customer service (ES-RT)

#### Follow everyday instructional texts. (CLB 7)

- ❑ read the company's general operating procedures (ES-RT)

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

- ❑ follow equipment manufacturers' guidelines for safe use (NOS-B1.1c)
- ❑ use electrical equipment following manufacturers' instructions (NOS-B1.1e)
- ❑ follow manufacturers' instructions (NOS-B1.2d)
- ❑ follow WHMIS guidelines and manufacturers' directions for use and disposal of chemicals and cleaning products (NOS-B1.2e)
- ❑ clean equipment according to manufacturers' directions (NOS-B2.3b)
- ❑ locate MSDS forms: familiarize yourself with information provided (NOS-B3.4d)
- ❑ follow handling, storage and disposal guidelines for chemical and cleaning products (NOS-B3.4e)

#### 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 operating manuals for equipment, such as ice-cream machines, espresso makers and hotdog steamers (ES-RT)
- ❑ may consult manuals to find information on machine malfunctions (ES-TS)
- ❑ refer to employee handbook ... to determine: policies and procedures (e.g., dress code, staff conduct, procedures for walkouts, emergency procedures); background information (e.g., date established, names of owners and management, address, telephone and facsimile numbers, other locations); hours of operation (e.g., for restaurant, kitchen and bar); layout of facility (e.g., exits, washrooms, coat check, supply room, smoking areas, licensed areas) (NOS-A1.7a)
- ❑ comply with company policies and procedures: identify applicable policies and procedures (e.g., dress code, personal hygiene, grooming); review company policies and procedures; keep up-to-date with changes in company policies and procedures (NOS-B3.5a,c,e)

### III. Business/Service Texts

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

- ❑ read signs and food labels (ES-DU)
- ❑ identify common classifications of fires and extinguishers: Class A—triangle symbol; Class B—square symbol; Class C—circle symbol (NOS-B1.5b)
- ❑ observe ... date coding (NOS-B2.1o)
- ❑ ensure product quality and safety: check dates (NOS-C3.3b)

- ❑ *(read) travel cards, discount coupons, passes (NOS-E6.4b)*
- ❑ *verify correct date set in p.o.s. system: check date on first bill (NOS-F1.1c)*
- ❑ *process credit/debit card payments: ensure: card type is accepted by establishment; card is current (e.g., valid expiry date); check name on card; signature is on card (NOS-F2.4b)*
- ❑ *compare signatures on card and charge slip and receipt to guest (NOS-F2.4j)*

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

- ❑ *read notes from co-workers concerning supply needs (ES-RT)*

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

- ❑ *refer to weekly schedules and shift information (ES-DU)*
- ❑ *may read a tax table attached to the cash register (ES-DU)*
- ❑ *look up the numbers of suppliers in the phone book (ES-TS)*
- ❑ *find information on menus and recipe sheets (ES-TS)*
- ❑ *may refer to tables to find information on food products, such as fibre content or the number of calories (ES-TS)*
- ❑ *perform cleaning tasks on duties list and cleaning schedule (NOS-B2.3a)*
- ❑ *follow company-specific closing checklists (NOS-D1.4a)*

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

- ❑ *read daily memos from managers to determine what foods to prepare in advance (ES-RT)*

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

- ❑ *read inventory tally sheets, time sheets and waste report forms (ES-DU)*
- ❑ *read tables with information on food preparation or food spoilage (ES-DU)*
- ❑ *check logbook or notice board for any new items (e.g., equipment or repair) (NOS-D1.1d)*

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

- ❑ *process traveller's cheques: ensure countersigned signature matches original; ensure cheque is dated; determine value and currency of traveller's cheques (NOS-F2.3c,d,e)*

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

- ❑ *keep up-to-date on activities and special promotions: read notices and information boards (NOS-A1.7b)*
- ❑ *access tourism information: use available resources (e.g., brochures, electronic bulletin boards, calendars of events, books) (NOS-E6.4d)*

**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)**

- ❑ *comply with hazard analysis critical control point (HACCP) guidelines (NOS-B2.1a)*
- ❑ *comply with federal legislation and regulations: identify applicable federal legislation and regulations: Charter of Rights (e.g., rights and freedoms); Competition Act; review legislation and regulations; keep up-to-date with changes in legislation and regulations (NOS-B3.1a,c,e)*
- ❑ *comply with provincial/territorial legislation and regulations: identify applicable provincial/territorial legislation and regulations: guide dogs; unfair trade practices; labour and employment (e.g., hours of work, overtime, work schedules, holidays); fire codes (e.g., open flames, capacity, obstructed exits, decorations, fire safety plan); public health (e.g., storage of food products, washing dishes); review legislation and regulations; keep up-to-date with changes in legislation and regulations (NOS-B3.2a,c,e)*
- ❑ *comply with municipal legislation and regulations: identify applicable municipal legislation and regulations (e.g., health and sanitation such as site inspection, cleanliness); review legislation and regulations; keep up-to-date with changes in legislation and regulations (NOS-B3.3a,c,e)*

## **IV. Informational Texts**

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

- ❑ *access tourism information: use available resources (e.g., maps and charts) (NOS-E6.4d)*

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

- ❑ *access tourism information: use available resources (e.g., newspaper) (NOS-E6.4d)*

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

- *keep up-to-date with changes or trends in industry (e.g., read newsletters and company memos) (NOS-A1.6f)*

## 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)**

- label chemical and cleaning products when transferred from original container (NOS-B3.4e)
- label food; date food (NOS-C2.1a,c)

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

- demonstrate effective telephone communications: takes notes, always have paper and pen by phone (NOS-A2.4j)
- handle enquiries: take accurate messages if necessary (e.g., date, time, correct information) (NOS-A2.5e)

### III. Business/Service Messages

**Fill out simple forms. (CLB 3-4)**

- complete daily and hourly cash flow sheets (ES-DU)
- make entries on cash flow sheets (ES-N)
- use p.o.s. system: input information (e.g., server number, guest check number, number of guests) (NOS-F1.1c)
- cash-out: record and total non-cash sales; prepare deposit: arrange bills in one direction (e.g., all heads facing same direction, all bills and coins of same denominations together); list number of bills in each denomination and amount of coin (NOS-F1.4g,i)
- endorse cheque (e.g., mark "for deposit only", or "payable to establishment") (NOS-F2.3i)
- fill in charge slip with (e.g., date, guest check number, amount of guest check, authorization number, own initials) (NOS-F2.4c)

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

- write the day's menu on the menu board (ES-WT)
- label and date all products received (NOS-C2.2f)
- label food: put on date (e.g., expiry date or production date); put on price, when required; put on allergy alert, when required (NOS-C3.4b)

**Fill out forms. (CLB 5)**

- control inventory: record any discrepancies (NOS-C2.2e)
- complete necessary forms: food wastage sheets; production sheets (NOS-C2.3b)
- use p.o.s. system: key in order and special instructions, using modifiers (NOS-F1.1c)

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

- may write brief explanations of changes to receipts (ES-WT)
- may write reminder notes of what to bring from the supply area (ES-WT)

### IV. Presenting Information

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

- warn others of spill (e.g., use sign) (NOS-B1.2b)
- label malfunctioning equipment immediately to warn others (NOS-B1.2d)

**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)**

- may complete brief incident reports (ES-WT)

**Write two or three paragraphs to narrate a familiar sequence of events from the past; to tell a story; or to provide a detailed description, comparison. (CLB 7)**

- document details of emergency (NOS-B1.6i)
- document details of incident (NOS-B2.4h)

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**For more information about:**

Canadian Language Benchmarks or  
Occupational Language Analyses

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Essential Skills Profiles

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