

SKILLS MAP

INTERESTED in Hospitality & Catering?



JOB TASKS can include:

- Making food & drink
- Serving food & drink
- Washing up
- Unloading supplies
- Operating machinery
- Using the phone
- Taking orders
- Cleaning
- Using hand tools & equipment
- Carries goods
- Sorting waste for recycling
- Communicating with customers
- Using the computer
- Sorting laundry
- Changing bed linen
- Handling money

- working in a noisy & busy place
- carrying heavy loads
- standing up for a long time
- long hours
- shift work
- being prepared to wear uniform, which may include a hat & or face mask or gloves

OTHER SKILLS you may need to be able to develop:



TRAINING & QUALIFICATIONS that may be required:



- Food safety & hygiene
- Food allergy awareness
- Customer service
- Manual handling
- First aid

- Running own school or college café
- Volunteering or work experience with an employer in this sector
- Making hot drinks, food at home for family members
- Helping out with chores
- Practice talking to unfamiliar people
- Practising telephone skills

HOW CAN YOU DEVELOP these skills ready for work?



OUR EMPLOYERS said



Key things required for working in Hospitality in Catering are, attitude and passion, communication and team work, presentation and pride.

'The most important thing is for people to turn up with the right attitude, with a smile on their face and a willingness to learn. We hire the attitude and we teach the skill.'

Werner Hartholt,
Group Development Chef, Butlins

'Make it fun and have a passion for it'
Phil Trevett, Apprenticeship Lead,
Somerset Larder

'Being able to talk and engage with people is a really useful skill to have'

'We take people with no specific skills other than just being really nice people - polite, friendly, hardworking'

Darren Sherwood, Director,
Channel Adventure

The Seven Magnificent Skills

