**A bar/restaurant tender …**

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| **IS / HAS (appearance, attitude, personality)*** A good memory
* Attention to details
* Dependable
* Multitasking
* An outgoing personality
* Communication skills (Verbal communication - Active listening) Interpersonal Skills
* The ability to work well in a team
* Tact and diplomacy for dealing with difficult situations
* Numeracy
* Physically fit
* Reliable
* Responsible
* Calm under pressure
* Flexible
* A smart appearance (elegant) - WELL GROOMED
* Quick
* Careful
* Discreet
* Tactful
* Accurate
* Kind / nice / friendly / courteous / affable
* Punctual
* Smiling
* Clean
* Tidy
* Willing to work
* Welcoming
* Professional
 | **KNOWS*** Basic Math
* Wine types
* Food types
* Matching rules for wines and foods
* HACCP rules – safety rules
* Rules at work
* Etiquette – behavior and communication rules
* Table layouts
* Serving styles
* Languages
* The way bar/restaurant tools and utensils are used
* How to prepare the most popular hot drinks (esp coffees)
* Names and recipes of the most popular cocktails
* Location (bar/restaurant surroundings)
* How the dishes served in his/her restaurant are made (ingredients, preparation)
* Intolerances and allergies

  | **CAN** * Prepare drinks, snacks and simple meals
* Operate the coffee machine
* Serve drinks and snacks
* Serve hot and cold food
* Present dishes
* Recommend Suitable Food and Drinks
* Collect payment from customers
* Lay, clear and clean tables (= BUS tables)
* Handle glassware, Wash glassware
* Empty ashtrays
* Clean bar equipment
* Clear and clean the bar
* Restock the bar shelves/cupboards – manage the inventory
* Prevent and deal with problems between customers
* Monitor alcohol consumption
* Interact with the kitchen staff
* Organise and run events
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