**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 |