|  |  |
| --- | --- |
| Give yourself a grade from 1 (poor) to 5 (very good) | Give evidence / examples |
| **bar/restaurant tender … appearance, attitude, personality** | Sept | Jan | May |  |
| * 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
 |  |  |  |  |

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| Give yourself a grade from 1 (poor) to 5 (very good) | Give evidence / examples |
| **bar/restaurant tender … the things I know / I have learnt** | Sept | Jan | May |  |
| * 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
 |  |  |  |  |
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| Give yourself a grade from 1 (poor) to 5 (very good) | Give evidence / examples |
| **bar/restaurant tender … the things I can do (SKILLS)** | Sept | Jan | May |  |
| * 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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