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| 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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