



#### Job Situation

Busy fast food outlet, counter service. Teamwork. Reporting to Manager. Shiftwork.

#### Weekly Hours of Work

35

#### Overtime

#### Monthly Salary

\$2,400

#### Student Loan – Owing

#### Student Loan – Monthly Payment

#### Duties

Take food orders, relay them to kitchen staff. Serve food at counter. Use cash register. Keep service area clean and stocked with supplies. Make customers feel welcome and appreciated. Help in kitchen if needed.

#### Prospects

Other food service occupations. Supervisory or management positions.

#### Job Title

Food Service, Counter Server

#### National Occupational Classification (NOC)

6453

#### Job Description

Most customers who eat at fast food restaurants know the menus well, and like the consistency. Their meal is always exactly the way they expect it to be thus requiring you to use the documents provided by head office. This is why fast food outlets always train employees in methods and procedures down to the tiniest detail—the pickle goes *here*. Working busy shifts at a fast food outlet is comparable to running a long distance track event and requires endless patience and energy from the workers.

You take orders, relay them to the kitchen, ring in the cash, and get any drinks or desserts included in the meal. When the food comes, you complete the tray, direct the customer to condiments and utensils, thank them, and start with the next customer. Sounds simple, but there are often twenty or more people at the counter, burgers, fries and salads coming in a steady stream from the kitchen, tables to wipe, and soft drink tanks or other supplies to be replenished.

Small children or disabled people might need special seating, and occasionally rambunctious kids have to be encouraged to leave. Speed and friendliness are the main factors in the image that fast food companies project in their advertising and they expect you to make it reality. It takes real patience and self-control to be nice to some of your customers!

The positive attitude must also extend to your co-workers. This job experience on your résumé attests that you can work hard, be responsible, co-operate well and present a good image to the public. If you take some service industry courses in table waiting, you will be employable as a server in a fine dining restaurant. This would give you a chance to work evenings and nights, earn more, and learn more about opportunities in the business of helping people enjoy their leisure time.