

# SAMPLE HOSPITALITY CAREER PATHWAY: Restaurant and Food Service Jobs

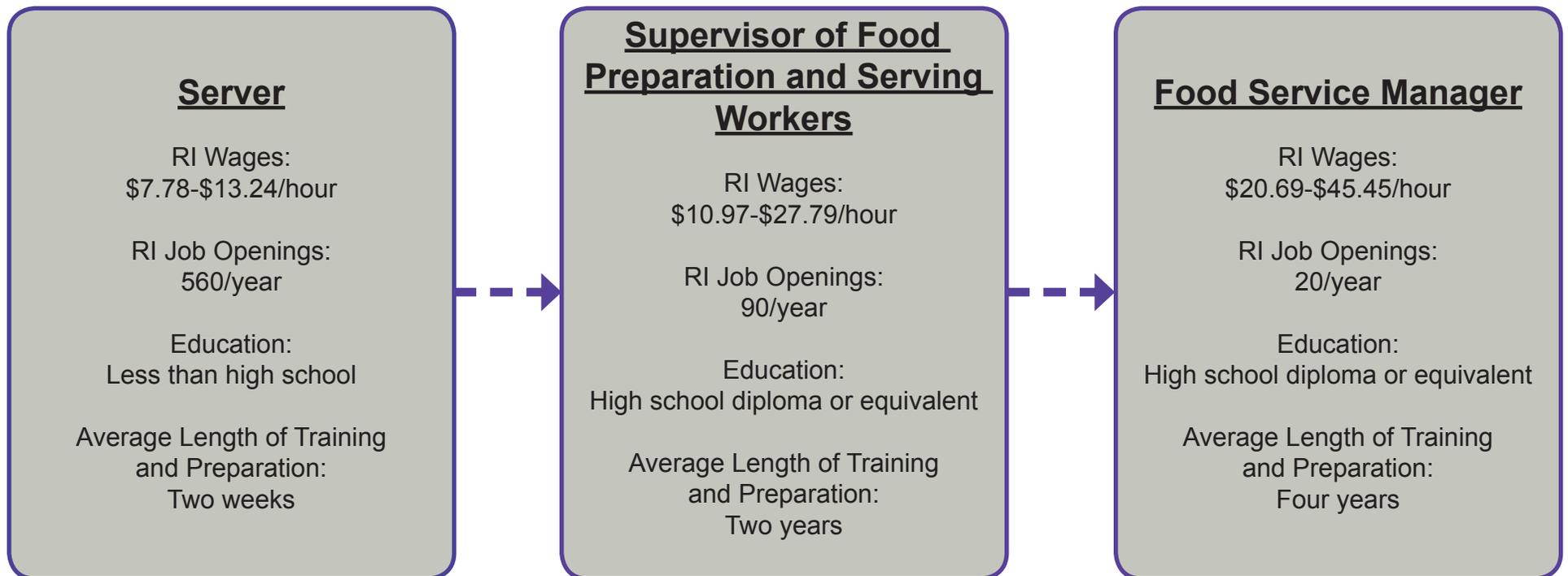
This is one of many ways to enter Rhode Island's hospitality industry and move up through restaurant and food service jobs. You may enter or exit this pathway at any point.

Click on a job to learn more about:

- Wages
- How to prepare
- Education and training programs
- Exploring more options
- Needed skills and abilities



Grant funded by the U.S. Department of Labor's Workforce Innovation Fund  
July 29, 2014



Work Experience

## Job Overview

**Sample job titles:** Waitress, Server, Waiter, Food Server, Banquet Server, Cocktail Server, Restaurant Server, Room Service Server, Food Runner, Waitstaff

**Job summary:** Take orders and serve food and beverages to patrons at tables in dining establishment

## Job Outlook

<b>RI median wage:</b>	\$8.86/hr	<b>National median wage:</b>	\$8.92/hr
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<b>RI wages:</b>	\$7.78-\$13.24/hr	<b>National wages:</b>	\$7.79-\$14.19/hr
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<b>RI percent change in jobs through 2020:</b>	14%	<b>National percent change in jobs through 2020:</b>	6%
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<b>RI job openings:</b>	560/year	<b>National job openings:</b>	126,830/year
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**Is this a high-demand job?** Yes

## How to Prepare

**Education:** Less than high school

On-the-job training and experience is the most common training program for server positions.

**Required:**

Alcohol Server Certification

For approved alcohol training programs in RI, see [bhddh.ri.gov/SA/serverPrograms.php](http://bhddh.ri.gov/SA/serverPrograms.php)

ServSafe® - Recommended by National Restaurant Association

- Provider: ServSafe®
- Type of certificate/degree awarded: Certificate
- Address: Online
- Website: [Servsafe.com](http://Servsafe.com)

**Local training programs:**

**Recommended:**

ServSafe® Allergens Online Course

- Provider: ServSafe®
- Address: N/A, training is online
- Website: [Servsafe.com](http://Servsafe.com)

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ServSafe® Food Handler

- Provider: ServSafe®
- Address: Online
- Website: [Servsafe.com](http://Servsafe.com)

ProStart

- Provider: National Restaurant Association Educational Foundation
  - Address: Various high schools throughout Rhode Island
  - Website: [NRAEF.org](http://NRAEF.org)
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**Local apprenticeship options:**

None

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**National Career Readiness Certificate level:**

Bronze

\*The NCRC is being piloted on a limited basis and may not apply to all employment situations.\*

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**Required:**

Alcohol Server Certification

For approved alcohol training programs in RI, see <http://www.bhddh.ri.gov/SA/serverPrograms.php>

**Certifications:**

- Provider: ServSafe® - Recommended by National Restaurant Association
  - Address: N/A, training is online
  - Website: [Servsafe.com](http://Servsafe.com)
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**Licenses:**

None

## Explore More Options

**Similar jobs:**

- Combined Food Preparation and Serving Workers, Including Fast Food
  - Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
  - Food Servers, Nonrestaurant
  - Dining Room and Cafeteria Attendants and Bartender Helpers
  - Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop Bright Outlook
  - Ushers, Lobby Attendants, and Ticket Takers
  - Cashiers
  - Stock Clerks, Sales Floor
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**Find local jobs and internships:**

Visit the EmployRI job and internship search at <https://www.employri.org/jobbanks/>

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**Find jobs throughout the US:**

Visit the CareerOneStop job search at <http://www.careeronestop.org/JobSearch/>

## Additional Job Details

**Tasks:**

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Collect payments from customers
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff
- Prepare checks that itemize and total meal costs and sales taxes
- Take orders from patrons for food or beverages
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required
- Present menus to patrons and answer questions about menu items, making recommendations upon request
- Clean tables or counters after patrons have finished dining
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine

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**Knowledge:**

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

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**Skills:**

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
  - **Service Orientation** — Actively looking for ways to help people
  - **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do
  - **Speaking** — Talking to others to convey information effectively
  - **Coordination** — Adjusting actions in relation to others' actions
  - **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
  - **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one
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**Abilities:**

- **Oral Comprehension** — Ability to listen to and understand information and ideas presented through spoken words and sentences
- **Oral Expression** — Ability to communicate information and ideas in speaking so others will understand
- **Speech Recognition** — Ability to identify and understand the speech of another person
- **Speech Clarity** — Ability to speak clearly so others can understand you
- **Arm-Hand Steadiness** — Ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position
- **Stamina** — Ability to exert yourself physically over long periods of time without getting winded or out of breath
- **Trunk Strength** — Ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing
- **Information Ordering** — Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Manual Dexterity** — Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects
- **Near Vision** — Ability to see details at close range (within a few feet of the observer)

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**Technology:**

- Point of sale POS software — Compris Advanced Manager's Workstation, Hospitality Control Solutions Aloha Point-of-Sale software, ICVERIFY software, Intuit QuickBooks Point of Sale
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# Supervisor of Food Preparation and Serving Workers



## Job Overview

**Sample job titles:** Food Service Supervisor, Kitchen Manager, Assistant Manager, Cafeteria Manager, Food Service Manager, Executive Chef, Restaurant Manager, Dietary Manager, Dietary Supervisor, Food Service Director

**Job summary:** Directly supervise and coordinate activities of workers engaged in preparing and serving food

## Job Outlook

<b>RI median wage:</b>	\$17.12/hr	<b>National median wage:</b>	\$14.07/hr
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<b>RI wages:</b>	\$10.97-\$27.79/hr	<b>National wages:</b>	\$9.45-\$22.97/hr
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<b>RI percent change in jobs through 2020:</b>	13%	<b>National percent change in jobs through 2020:</b>	13%
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<b>RI job openings:</b>	90/year	<b>National job openings:</b>	34,870/year
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<b>Is this a high-demand job?</b>	Yes
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## How to Prepare

**Education:** High school diploma or equivalent

On-the-job training and experience is the most common training program for supervisory positions, however formal training can be obtained which could preclude experience.

Restaurant Food & Beverage Management

**Local training programs:**

- Provider: Johnson & Wales University
- Type of certificate/degree awarded: Bachelor of Science, four years to complete
- Address: 8 Abbott Park Place, Providence, RI 02903
- Website: [admissions.jwu.edu/academics/majors\\_degrees/](http://admissions.jwu.edu/academics/majors_degrees/)
- Contact: 401-598-1000

<b>Local apprenticeship options:</b>	None
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<b>National Career Readiness Certificate level:</b>	Silver
	*The NCRC is being piloted on a limited basis and may not apply to all employment situations.*

**Required:**

Food Safety Managers Certification

For approved Food Safety Managers training programs in RI, see

<http://www.health.ri.gov/food/about/foodsafetymanagers/#classes>

ServSafe® - Recommended by National Restaurant Association

- Provider: Online and various locations, including RI Hospitality Association
- Type of certificate/degree awarded: Certificate
- Address: 94 Sabra St, Cranston, RI 02910
- Website: [rihospitality.org](http://rihospitality.org)
- Contact: Monika Nair, 401-223-1120

Alcohol Server Certification - if working in a business that sells alcohol

For approved alcohol training programs in RI, see [bhddh.ri.gov/SA/serverPrograms.php](http://bhddh.ri.gov/SA/serverPrograms.php)

**Certifications:**

ServSafe® - Recommended by National Restaurant Association

- Provider: ServSafe®
- Type of certificate/degree awarded: Certificate
- Address: Online
- Website: [Servsafe.com](http://Servsafe.com)

**Recommended:**

The Foodservice Management Professional (FMP)

- Provider: ManageFirst and the National Restaurant Administration Foundation
- Type of certificate/degree awarded: Certificate
- Address: See list of proctors on ManageFirst website
- Website: [managefirst.restaurant.org/fmp](http://managefirst.restaurant.org/fmp)
- Contact: 800-765-2122 ext. 5910

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**Licenses:** None

## Explore More Options

**Similar jobs:**

- Food Service Managers
- Dietetic Technicians
- Chefs and Head Cooks
- Cooks, Institution and Cafeteria
- Cooks, Restaurant
- Bartenders
- Combined Food Preparation and Serving Workers, Including Fast Food
- Bakers

- Butchers and Meat Cutters
  - First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand
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**Find local jobs and internships:**

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**Find jobs throughout the US:**

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## Additional Job Details

- Tasks:**
- Train workers in food preparation, and in service, sanitation, and safety procedures
  - Compile and balance cash receipts at the end of the day or shift
  - Perform various financial activities such as cash handling, deposit preparation, and payroll
  - Supervise and participate in kitchen and dining area cleaning activities
  - Estimate ingredients and supplies required to prepare a recipe
  - Resolve customer complaints regarding food service
  - Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel
  - Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services
  - Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups
  - Specify food portions and courses, production and time sequences, and workstation and equipment arrangements
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- Knowledge:**
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
  - **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
  - **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques
  - **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications
  - **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects
  - **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems
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**Skills:**

- **Speaking** — Talking to others to convey information effectively
  - **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
  - **Coordination** — Adjusting actions in relation to others' actions
  - **Service Orientation** — Actively looking for ways to help people
  - **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job
  - **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
  - **Instructing** — Teaching others how to do something
  - **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do
  - **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
  - **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents
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**Abilities:**

- **Oral Expression** — Ability to communicate information and ideas in speaking so others will understand
  - **Oral Comprehension** — Ability to listen to and understand information and ideas presented through spoken words and sentences
  - **Problem Sensitivity** — Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
  - **Deductive Reasoning** — Ability to apply general rules to specific problems to produce answers that make sense
  - **Speech Recognition** — Ability to identify and understand the speech of another person
  - **Speech Clarity** — Ability to speak clearly so others can understand you
  - **Written Comprehension** — Ability to read and understand information and ideas presented in writing.
  - **Information Ordering** — Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
  - **Inductive Reasoning** — Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
  - **Near Vision** — Ability to see details at close range (within a few feet of the observer)
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**Technology:**

- **Accounting software** — Compeat Restaurant Accounting Systems, CostGuard foodservice software
  - **Database user interface and query software** — CaterPro Software, CBORD FoodService Suite
  - **Human resources software** — SoftCafe ScheduleWriter, staff scheduling software
  - **Inventory management software** — AJV Food & Beverage software, CBORD Group Menu Management System, Regnow Chrysanth Inventory Manager
  - **Point of sale POS software** — Compris Advanced Manager's Workstation, ICVERIFY software, Intuit QuickBooks Point of Sale, NCR NeighborhoodPOS
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# Food Service Manager



## Job Overview

**Sample job titles:** Restaurant Manager, Food Service Manager, Food Service Director, Food and Beverage Manager, Banquet Manager, Food Service Supervisor, Restaurant General Manager, Catering Manager, Director of Food and Beverage, Kitchen Manager

**Job summary:** Plan, direct, or coordinate activities of an organization or department that serves food and beverages

## Job Outlook

<b>RI median wage:</b>	\$32.49/hr	<b>National median wage:</b>	\$23.06/hr
<b>RI wages:</b>	\$20.69-\$45.45/hr	<b>National wages:</b>	\$14.82-\$38.96/hr
<b>RI percent change in jobs through 2020:</b>	-5%	<b>National percent change in jobs through 2020:</b>	2%
<b>RI job openings:</b>	20/year	<b>National job openings:</b>	6,240/year

**Is this a high-demand job?** No

## How to Prepare

**Education:** High school diploma or equivalent

On-the-job training and experience is the most common training program for management positions, however formal training can be obtained which could preclude experience.

Restaurant Food & Beverage Management

**Local training programs:**

- Provider: Johnson & Wales University
- Type of Degree: Bachelor of Science, four years to complete
- Address: 8 Abbott Park Place, Providence, RI 02903
- Website: [admissions.jwu.edu/academics/majors\\_degrees/](http://admissions.jwu.edu/academics/majors_degrees/)
- Contact: 401-598-1000

**Local apprenticeship options:** None

**National Career Readiness Certificate level:** Silver

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**Required:**

Food Safety Managers Certification

For approved Food Safety Managers training programs in RI, see

<http://www.health.ri.gov/food/about/foodsafetymanagers/#classes>

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- Provider: Online and various locations, including RI Hospitality Association
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Alcohol Server Certification - if working in a business that sells alcohol

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**Certifications:**

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**Recommended:**

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- Provider: ManageFirst and the National Restaurant Administration Foundation
- Type of certificate/degree awarded: Certificate
- Address: See list of proctors on ManageFirst website
- Website: [managefirst.restaurant.org/fmp](http://managefirst.restaurant.org/fmp)
- Contact: 800-765-2122 ext. 5910

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**Licenses:** None

**Explore More Options**

**Similar jobs:**

- General and Operations Managers
  - Industrial Production Managers
  - Lodging Managers
  - Chefs and Head Cooks
  - First-Line Supervisors of Food Preparation and Serving Workers
  - First-Line Supervisors of Housekeeping and Janitorial Workers
  - First-Line Supervisors of Personal Service Workers
  - First-Line Supervisors of Retail Sales Workers
  - First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand
  - First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators
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**Find jobs throughout the US:**

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## Additional Job Details

**Tasks:**

- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities
  - Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner
  - Count money and make bank deposits
  - Investigate and resolve complaints regarding food quality, service, or accommodations
  - Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation
  - Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity
  - Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted
  - Maintain food and equipment inventories, and keep inventory records
  - Schedule staff hours and assign duties
  - Establish standards for personnel performance and customer service
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**Knowledge:**

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
- **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems
- **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques

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**Skills:**

- **Service Orientation** — Actively looking for ways to help people
  - **Coordination** — Adjusting actions in relation to others' actions
  - **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
  - **Speaking** — Talking to others to convey information effectively
  - **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job
  - **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
  - **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do
  - **Time Management** — Managing one's own time and the time of others
  - **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
  - **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making
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- **Oral Comprehension** — Ability to listen to and understand information and ideas presented through spoken words and sentences
- **Oral Expression** — Ability to communicate information and ideas in speaking so others will understand
- **Problem Sensitivity** — Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Comprehension** — Ability to read and understand information and ideas presented in writing
- **Deductive Reasoning** — Ability to apply general rules to specific problems to produce answers that make sense

**Abilities:**

- **Speech Clarity** — Ability to speak clearly so others can understand you
- **Inductive Reasoning** — Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- **Information Ordering** — Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Written Expression** — Ability to communicate information and ideas in writing so others will understand
- **Category Flexibility** — Ability to generate or use different sets of rules for combining or grouping things in different ways

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**Technology:**

- **Accounting software** — Food Services Solutions DayCap, Intuit QuickBooks software
  - **Analytical or scientific software** — Aurora FoodPro; ChefTec software, Food Software.com IPro Restaurant Inventory, Recipe and menu software, SweetWARE nutraCoster
  - **Database user interface and query software** — Database software, ValuSoft MasterCook
  - **Inventory management software** — Army Food Management Information System software, Food Service Solutions FoodCo, Gift Certificates Plus Giftworks
  - **Point of sale POS software** — ClubSoft Food & Beverage Point of Sale, DataTeam Lunch Express, Dinerware Intuitive Restaurant Software, Food Service Solutions POSitive ID System
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