

RESTAURANT DACUM

Facilitated by Gene Semchych and Ann Pederson

February 22nd and March 1st 2005

DACUM Skill Rating Scale

- 1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.

- 3 - Can perform this skill competently without assistance or supervision.
- 4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

PROVIDE CUSTOMER SERVICE
A

Serve foods A1	Serve beverages A2	Test food and beverage quality A3	Demonstrate a passion for industry A4	Prepare beverages A5	Set tables A6	Assess (anticipate) customer needs A7	Exceed customer expectation A8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate an interest in others A9	Demonstrate flexibility A10	Demonstrate memory skills A11	Take orders A12	Demonstrate accountability A13	Work in teams A14	Apply table service techniques A15	Demonstrate customer greeting skills A16
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate sincerity A17	Demonstrate proactive response A18	Demonstrate attention to detail A19	Process manual transactions A20	Handle cash A21			
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4			

USE TECHNOLOGY
B

Use telephone skills B1	Use P.O.S. systems B2	Use e-mail B3	Use internet B4	Use word processing software B5	Use spreadsheet software B6	Operate alarm systems B7	Use fax machines B8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use photocopiers B9	Use cell phones B10	Use personal communication devices B11	Use intercom systems B12	Operate a variety of kitchen equipment B13	Operate beverage systems B14	Use ordering systems B15	Apply keyboarding and mouse skills B16
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Set-up and test audio-visual equipment B17	Use answering machine B18	Maintain gaming machines B19					
1 2 3 4	1 2 3 4	1 2 3 4					

APPLY ADMINISTRATIVE SKILLS
F

Manage physical inventory F1	Administer payroll F2	Set prices F3	Control costs F4	Prepare work schedules F5	Participate in business planning F6	Prepare proposals F7	Prepare reports F8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Record in logs and journals F9	Prepare correspondence F10	Create product / packages F11	Maintain records and files F12				
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4				

APPLY FINANCIAL MANAGEMENT SKILLS
G

Apply math skills G1	Apply basic accounting skills G2	Analyze profit and loss statements G3	Create budget G4	Administer budget G5	Analyze F and B costs G6	Reconcile accounts G7	Collect accounts G8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Analyze labour costs G9	Prepare / balance cash out G10	Project revenue G11	Practice banking procedures G12	Prepare strategic plan G13			
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4			

APPLY HUMAN RESOURCE MANagements SKILLS
H

Demonstrate basic interview skills H1	Orient and train staff H2	Apply labour standards H3	Conduct performance reviews H4	Employ progressive disciplinary action procedures H5	Employ recruitment skills H6	Practice positive reinforcement H7	Plan for succession H8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Maintain current industry certification H9	Follow policies and procedures H10	Evaluate human behaviour H11					
1 2 3 4	1 2 3 4	1 2 3 4					

