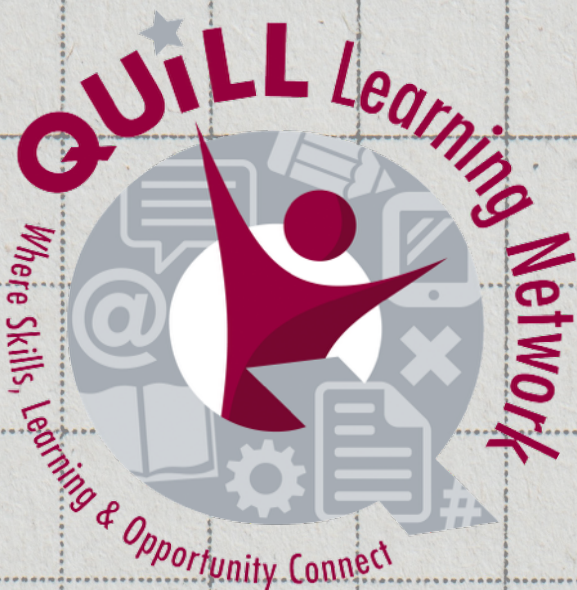


In-Demand Jobs in QUILL Region: Career Ladders and Skills Progressions



March 2023

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Background

Job postings on connect2JOBS (covering Bruce, Grey, Huron and Perth counties) totalled 38,407 new postings between January 1 and December 1, 2022.¹

Of these, the top three NOC codes represented nearly half (49%) of the total number of job postings in the top 10 occupational categories.

These were:

- Retail Salespersons (NOC 6421 (2016)/NOC 64100 (2021); Skill C)
- Home support workers, housekeepers, and related occupations (NOC 4412 (2016)/NOC 44101 (2021); Skill C)
- Food counter attendants, kitchen helpers and related support occupations (NOC 6711 (2016)/NOC 65201 (2021); Skill D)

While entry-level jobs may not always be most desirable to job seekers, each of these occupations has a clear pathway to advancement and long-term career opportunities with additional training and experience. When considering applying for a position, it is important to explore the possibilities beyond the point of entry and familiarize yourself with the skills and additional educational requirements that may be needed to sustain an exciting career.

The following document will outline the above three occupations including:

- Job descriptions and common job titles
- Educational and skill requirements including how required skills align with the Skills for Success and Ontario Adult Literacy Curriculum Framework (OALCF)
- Occupational progression opportunities

In this way, you will be able to understand how each in-demand entry-level job in QUILL region can be a first step towards a long-term career you may wish to consider. By exploring the specific skillsets and training that are needed for career progression, you can begin to design your future career and the steps required to achieve your goals.

While occupation-specific training and experience is typically required for advancement beyond entry-level positions, almost all in-demand skills identified in the above-three job postings align with skills for success. Within the skills for success framework, skills relating to communication, collaboration and adaptability show up most frequently within all three job progressions.

¹ Based on new postings by month as reported in Job Demand Reports: <https://www.connect2jobs.ca/job-demand-report/> [Retrieved December 16 2022]

Skills for Success

Skills for Success² are foundational skills that are considered to be broadly applicable and in demand for almost all jobs, regardless of occupation or industry. These include

- **Reading:** Your ability to find, understand, and use information presented through words, symbols, and images. For example, we use this skill to locate information on forms and drawings, and to read items such as emails, reports, news articles, blog posts and instructions.
- **Writing:** Your ability to share information using written words, symbols, and images. For example, we use this skill to fill out forms and applications, and write emails, reports and social media posts.
- **Numeracy:** Your ability to find, understand, use, and report mathematical information presented through words, numbers, symbols, and graphics. For example, we use this skill to perform calculations, manage budgets, analyze and model data and make estimations.
- **Digital:** Your ability to use digital technology and tools to find, manage, apply, create and share information and content. For example, we use this skill to create spreadsheets, safely use social media, and securely make online purchases.
- **Problem Solving:** Your ability to identify, analyze, propose solutions, and make decisions. Problem solving helps you to address issues, monitor success, and learn from the experience. For example, we use this skill to make hiring decisions, select courses of action and troubleshoot technical failures.
- **Communication:** Your ability to receive, understand, consider, and share information and ideas through speaking, listening, and interacting with others. For example, we use this skill to listen to instructions, serve customers and discuss ideas.
- **Collaboration:** Your ability to contribute and support others to achieve a common goal. For example, at work we use this skill to provide meaningful support to team members while completing a project.
- **Adaptability:** Your ability to achieve or adjust goals and behaviours when expected or unexpected change occurs, by planning, staying focused, persisting, and overcoming setbacks. For example, we use this skill to change work plans to meet new deadlines, learn how to work with new tools and improve our skills through feedback.
- **Creativity & Innovation:** Your ability to imagine, develop, express, encourage, and apply ideas in ways that are novel, unexpected, or challenge existing methods and norms. For example, we use this skill to discover better ways of doing things, develop new products, and deliver services in a new way.

While all of the above are essential components of workplace success, employers often focus on only a few of these skills when recruiting for entry-level positions. For each of the top three most frequent job postings in QUILL region in 2022, a progression of possible advancement over time and long-term career opportunities within the industry will be described.

The following pages will explore possible career progressions from each of the top three job postings in QUILL region. You will also learn about skills that may be needed as you advance in your career. For the benefit of Literacy and Basic Skills practitioners, a chart aligning the Skills for Success to the Ontario Adult Literacy Curriculum Framework can be found in the appendix.

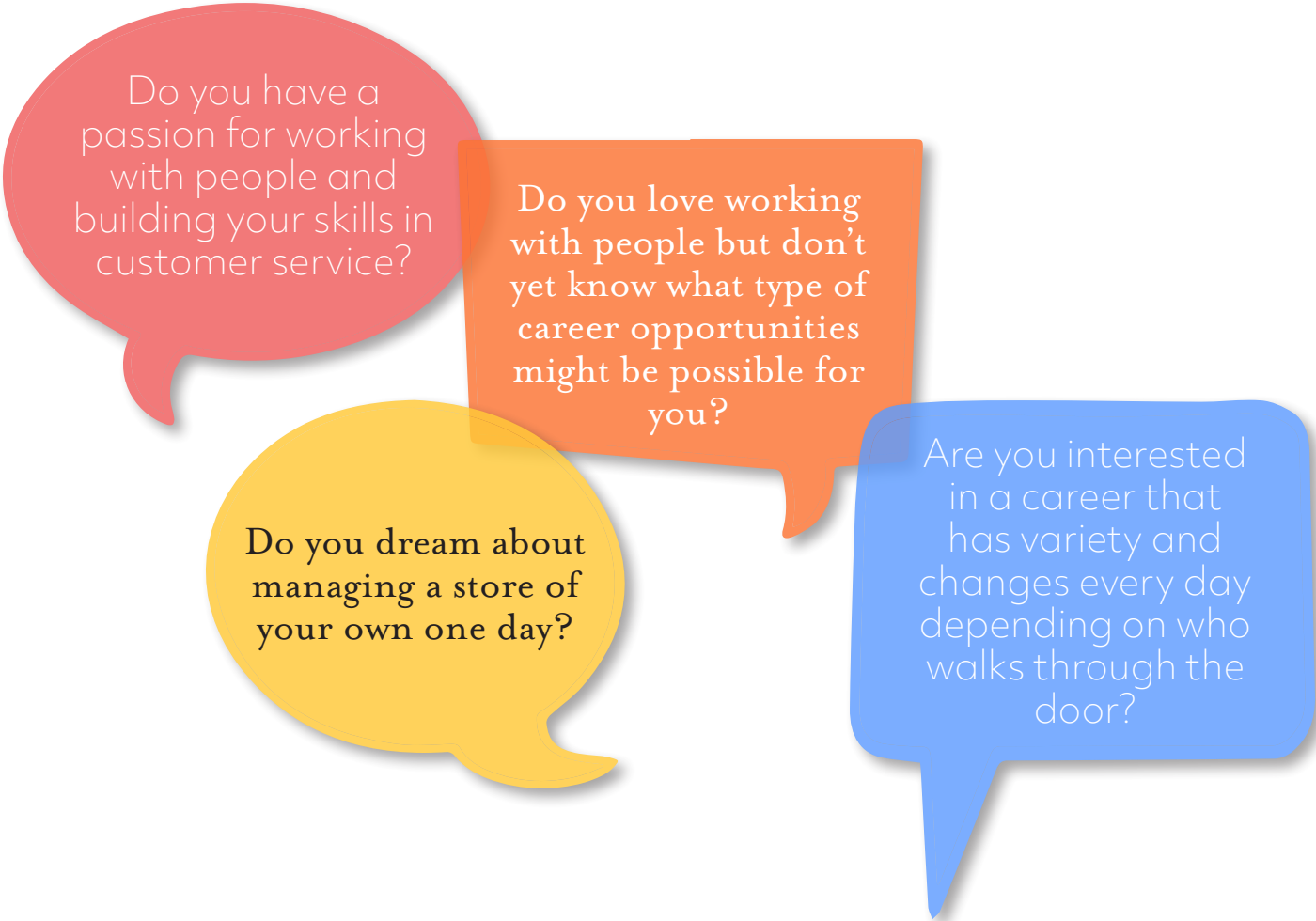
2 <https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html> [Retrieved December 2022]

Retail Salespersons

(NOC 6421 (2016)/NOC 64100 (2021); Skill C)



Did You Know that an interest in sales often begins with an initial application to work in retail sales? From here, people often move between retail sales and cashiers or store shelf stockers. These entry-level positions can lead to customer service representatives, sales and account representatives, or retail and wholesale trade managers. Your interest in sales can be the first step to building a long-term career as you develop your skills and gain valuable experience along the way.



Do you have a passion for working with people and building your skills in customer service?

Do you love working with people but don't yet know what type of career opportunities might be possible for you?

Do you dream about managing a store of your own one day?

Are you interested in a career that has variety and changes every day depending on who walks through the door?

Getting your start as a retail salesperson can help you build a skillset that can lead to a career in sales in a variety of different industries depending on your interests.

Many store managers and owners started as retail salespersons and progressed by gaining valuable skills, training and experience along the way!

Entry-Level Job

RETAIL SALESPERSONS

Retail Salespersons sell, rent or lease a range of technical and non-technical goods and services directly to consumers. Visual merchandisers plan, create and implement windows and in-store displays. They are employed by stores and other retail businesses, as well as wholesale businesses that sell on a retail basis to the public.

Educational Requirements

This job typically requires completion of secondary school and some specific subject matter training or product knowledge depending on the sales environment, making this an ideal starting point for anyone interested in a sales or business career.

CASHIERS

Cashiers operate cash registers, optical price scanners, computers or other equipment to record and accept payment for the purchase of goods, services and admissions. They are employed in stores, restaurants, theatres, recreational and sports establishments, currency exchange booths, government offices, business offices, and other service, retail and wholesale establishments.

Educational Requirements

This job may require secondary school, making this an ideal starting point or lateral move from retail salesperson for someone who is interested in building experience in different areas related to sales.

STORE SHELF STOCKERS, CLERKS, AND ORDER FILLERS

Store Shelf Stockers, Clerks, and Order Fillers pack customers' purchases, price items, stock shelves with merchandise, and fill online, mail and telephone orders. They are employed in retail establishments, such as grocery, hardware and department stores, and in warehouses.

Educational Requirements

As with retail salespersons and cashiers, secondary school may be required for store shelf stockers. This occupation provides another opportunity to experience the variety of entry-level positions related to sales and learn more about different skills needed for careers in this area.

OTHER CUSTOMER AND INFORMATION SERVICES REPRESENTATIVES

Other Customer and Information Services Representatives answer enquiries, provide information regarding an establishment's goods, services and policies, and provide customer services such as receiving payments and processing requests for services. They are employed by retail establishments, contact centres, insurance, telecommunications and utility companies and other establishments throughout the public and private sectors.

Educational Requirements

Completion of secondary school, some college and/or sales experience may be required for these positions.

SALES AND ACCOUNT REPRESENTATIVES IN WHOLESALE TRADE (NON-TECHNICAL)

Sales and Account Representatives in wholesale trade (non-technical), sell non-technical goods and services to retail, wholesale, commercial, industrial, professional and other clients domestically and internationally. They are employed by establishments that produce or provide goods and services such as petroleum companies, food, beverage and tobacco producers, clothing manufacturers, motor vehicles and parts manufacturers, hotels, business services firms, and transportation companies. Auctioneers are included in this unit group. Sales representatives in wholesale trade who are supervisors are also included in this unit group.

Educational Requirements

Completion of secondary school is typically required and completion of college or university may be required in some cases. Sales experience and supervisory experience may be required for some roles.

RETAIL AND WHOLESALE TRADE MANAGERS

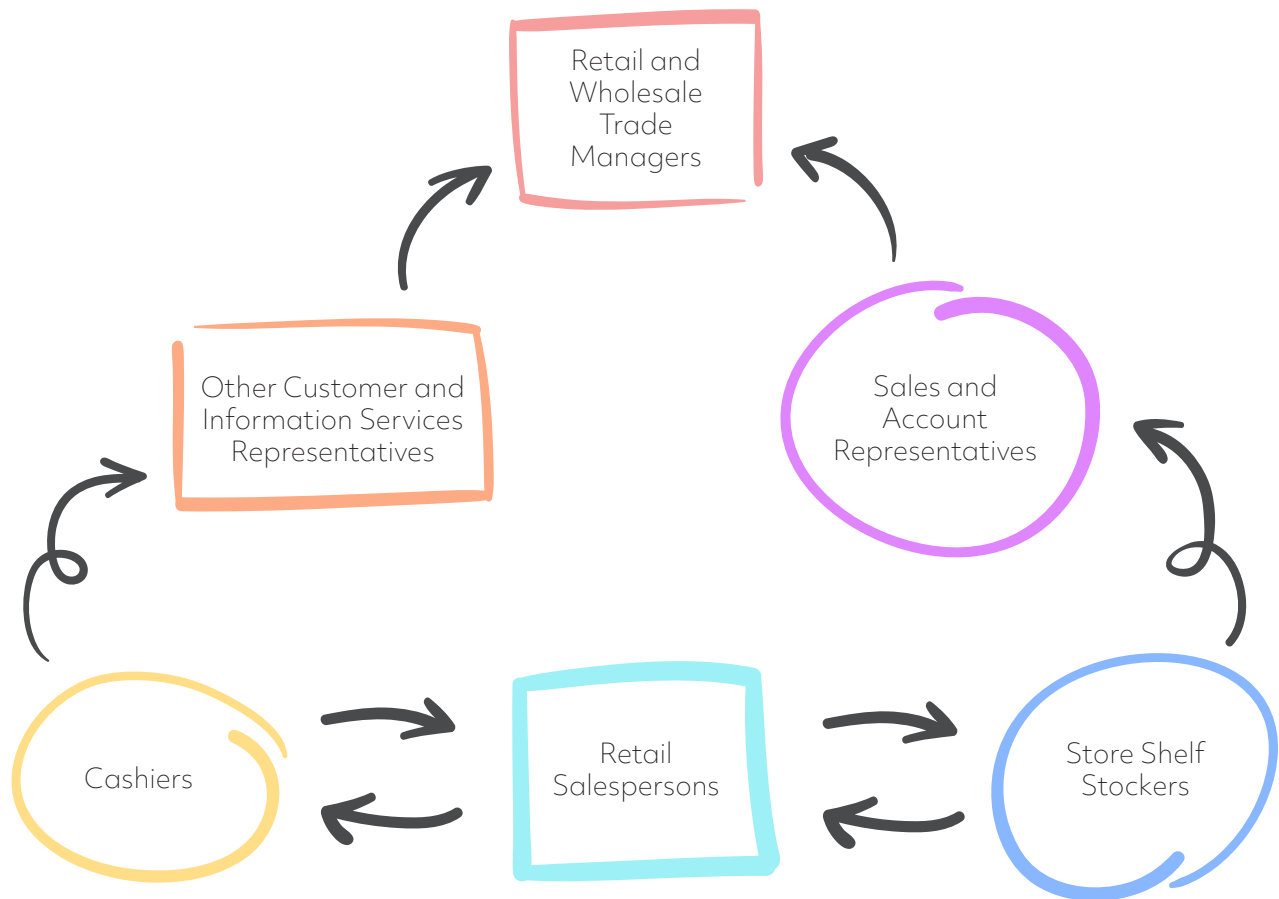
Retail and Wholesale Trade Managers plan, organize, direct, control, and evaluate the operations of establishments that sell merchandise or services on a retail or wholesale basis. They are employed by retail and wholesale sales establishments or they may own and operate their own store.

Educational Requirements

A university degree or college diploma in business administration or a related field is often required. Several years of experience in retail and/or sales experience with increasing levels of responsibility is usually required for these roles.

Visual Career Progression Mapping

A position as a retail salesperson can lead to other sales or customer services positions as well as eventual positions in management depending on your interests and how you wish to build your skills. There are many opportunities to progress from an initial position in retail sales. Retail salespersons may also move between roles as cashiers and store shelf stockers which are lateral moves within this sector that allow you to increase your skills.



Skills Training Checklist

In every job posting, employers identify key skills needed for success and possible advancement. The following table lists the number of skills in each job category based on 2022 job postings.

While almost all job postings identify skills that align with every Skills for Success category, the categories with the highest number of desired skills for current job postings are communication, collaboration and adaptability.

Employers are most frequently identifying these soft skills in job postings for openings at all levels. This reinforces the importance of building these skill sets for both entry-level positions and career advancement in this industry.

	Retail salespersons	Cashiers	Store shelf stockers	Customer service representatives	Sales representatives	Retail managers
Reading						
Writing	1	1	1	1	1	1
Numeracy		3	1	1		
Digital	2	2	2	3	2	1
Problem Solving	1	2	1	3	1	2
Communication	3	3	2	3	4	4
Collaboration	2	2	1	2	3	3
Adaptability	7	7	6	7	5	
Creativity & Innovation	1			1	1	

Examples of skills employers identify that fit within each of these three categories are:

Communication

- Oral communication (speaking and listening)
- Customer service oriented
- Presentation skills

Collaboration

- Teamwork
- Interpersonal abilities
- Conflict resolution

Adaptability

- Multitasking
- Time management
- Detail-oriented

For each Skills for Success category, here is an example of what the progression of tasks would look like as someone builds this skill and is required to perform increasingly complex tasks. Examples of tasks for each job that are found within each of the top three Skills for Success categories are listed here.

RETAIL SALESPERSONS

Communication: Employees in this role are required to communicate with customers to understand their needs and explain products that can meet these needs. Active listening is an important part of any job in sales.

Collaboration: Employees in this role are working together with other retail staff as well as staff in other departments with the shared goal of finding the right product or service for a customer and making a sale.

Adaptability: Since every customer will have unique needs and expectations, employees in this role are required to be flexible and responsive to the needs of each unique customer who enters the store.

CASHIERS

Communication: Employees in this role need to be able to effectively communicate with customers concerning costs, method of payment, and refund or exchange policies. Listening closely and responding effectively to customers is an important part of this job.

Collaboration: Employees in this role need to be able to work effectively with sales staff and managers to ensure that customers can make purchases. This means that cashiers are collaborating with many others to ensure accurate pricing and advertising, for example, so customers' needs can be met.

Adaptability: Employees in this role are working with different customers throughout the day and will be required to adapt to changes in customer needs as well as changes in things like prices or sale periods which can impact when customers decide to make purchases.

STORE SHELF STOCKERS, CLERKS, AND ORDER FILLERS

Communication: Employees in this role need to be able to communicate effectively with vendors who are selling their products to a store, as well as with coworkers and supervisors. Interactions with each of these groups require strong listening skills.

Collaboration: Employees in this role are working as part of a team to ensure that products are available and displayed for customers who wish to purchase them. They will also be collaborating with other departments such as sales staff who are responsible for selling available products to customers.

Adaptability: Employees in this role need to be flexible to changes in inventory and adapt to increased need for certain products when they are on sale, for example. They will also need to be able to respond to changes in the store environment and be capable of carrying out tasks when the store is busy or noisy, for example.

OTHER CUSTOMER AND INFORMATION SERVICES REPRESENTATIVES

Communication: Employees in this role are responding to questions from customers and need to be able to clearly explain information about things like products, warranties, and payment schedules. Interactions with customers require strong listening skills and clear communication of tasks and goals.

Collaboration: Employees in this role may be facilitating service calls for customers, such as providing assistance when something that has been purchased is no longer working and is under warranty. In this case, these employees need to be able to collaborate with service department staff in order to address the customer's problem.

Adaptability: Employees in this role are working in a changing day-to-day environment. They need to be flexible to the number of calls from customers and the types of queries asked of them during each customer interaction.

SALES AND ACCOUNT REPRESENTATIVES

Communication: Employees in this role will be communicating with customers to sell products and services. They need to be capable of clearly explaining what they sell and answering any questions customers may have. Active listening is an important part of any job in sales.

Collaboration: Employees in this role are working with other employees and vendors to accurately represent products and services to customers. This shared goal involves working together to ensure accuracy of information, inventory, pricing, and other information customers need when making purchasing decisions.

Adaptability: As with other roles in this sector, sales and account representatives need to respond flexibly to changing customer demands, and changing availability of products and services. These constant changes will impact daily activities and require employee flexibility.

RETAIL AND WHOLESALE TRADE MANAGERS

Communication: Managers are required to communicate effectively with all staff and customers in different ways throughout the day. As with other management positions, strong listening skills and clear communication are required in this role.

Collaboration: Managing a team requires the ability to collaborate with people who bring different skillsets and expectations to work each day to accomplish a shared goal. As with other supervisory roles, managers need to be able to effectively manage conflicts that may arise between staff or between staff and customers.

Adaptability: Managers are required to adapt to changing circumstances such as staff calling in sick, customers upset with orders, or unexpected changes.

Home Support Workers, Housekeepers, and Related Occupations

(NOC 4412 (2016)/NOC 44101 (2021); Skill C)



Did You Know that an interest in healthcare often begins with an initial application to work as a home support worker? From here, people often build careers in various areas of healthcare ranging from health support occupations to positions in nursing or healthcare management.



Getting your start as a home support worker can help you build a skillset that can lead to a rewarding career in the healthcare sector depending on your interests.

Many healthcare managers and nurses started as home support workers and progressed by gaining valuable skills, training and experience along the way!

Entry-Level Job

HOME SUPPORT WORKERS, HOUSEKEEPERS AND RELATED OCCUPATIONS

Home Support Workers, Housekeepers and Related Occupations provide personal care and companionship for seniors, persons with disabilities and convalescent clients. They provide care in the client's residence, where they may also reside. They are employed by home care and support agencies, private households, or they may be self-employed.

Educational Requirements

This job typically requires some secondary school education. Home management experience and first aid may be required. Completion of a training program in care of the elderly, care of persons with disabilities, or convalescent care may be required. College courses may be required.

NURSE AIDES, ORDERLIES AND PATIENT SERVICE ASSOCIATES

Nurse Aides, Orderlies and Patient Service Associates assist nurses, hospital staff and physicians in the basic care of patients. They are employed in hospitals, nursing homes, assisted care facilities for the elderly and other health care establishments. Emergency medical care attendants are employed by private ambulance services, urgent care centers or other health facilities.

Educational Requirements

This job typically requires some secondary school education and on-the-job training, or experience working as a personal support worker, nursing aide or healthcare aide. Completion of specialized courses such as first aid is usually required.

OTHER ASSISTING WORKERS IN SUPPORT OF HEALTH SERVICES

Other Assisting Workers in Support of Health Services provide services and assistance to health care professionals and other health care staff. They are employed in hospitals, medical clinics, offices of health care professionals, nursing homes, optical retail stores and laboratories, and medical pathology laboratories.

Educational Requirements

Completion of secondary school, on-the-job training, and specialized college courses in areas such as sterile processing, audiometric technician, ophthalmic assistant or orthopaedic technology may be required depending on the specific role.

LICENSED PRACTICAL NURSES

Licensed Practical Nurses provide nursing care usually under the direction of medical practitioners, registered nurses or other health team members. Operating room technicians prepare patients and provide assistance to medical practitioners prior to and during surgery. Licensed practical nurses are employed in hospitals, nursing homes, extended care facilities, rehabilitation centres, doctors' offices, clinics, companies, private homes and community health centres. Operating room technicians are employed in hospitals.

Education Requirements

Completion of a vocational, college or other approved program and registration with a regulatory provincial body is required for licensed practical nurses.

REGISTERED NURSES AND REGISTERED PSYCHIATRIC NURSES

Registered Nurses and registered psychiatric nurses provide direct nursing care to patients, deliver health education programs and provide consultative services regarding issues relevant to the practice of nursing. They are employed in a variety of settings including hospitals, nursing homes, extended care facilities, rehabilitation centres, doctors' offices, clinics, community agencies, companies, private homes and public and private organizations or they may be self-employed.

Education Requirements

Completion of a university, college or other approved registered nursing program and registration with a regulatory provincial body is required for all nurses.

NURSING COORDINATORS AND SUPERVISORS

Nursing Coordinators and supervisors coordinate and supervise the activities of registered nurses, registered psychiatric nurses, licensed practical nurses and other nursing personnel in the provision of patient care. They are employed in health care institutions such as hospitals, clinics and nursing homes, and in nursing agencies.

Educational Requirements

Completion of a university, college or other approved registered nursing program and registration with a regulatory provincial body is required for all nurses. Courses in management studies or a degree, diploma or certificate in management or administration may be required. Clinical experience as a registered nurse is typically required.

MANAGERS IN HEALTHCARE

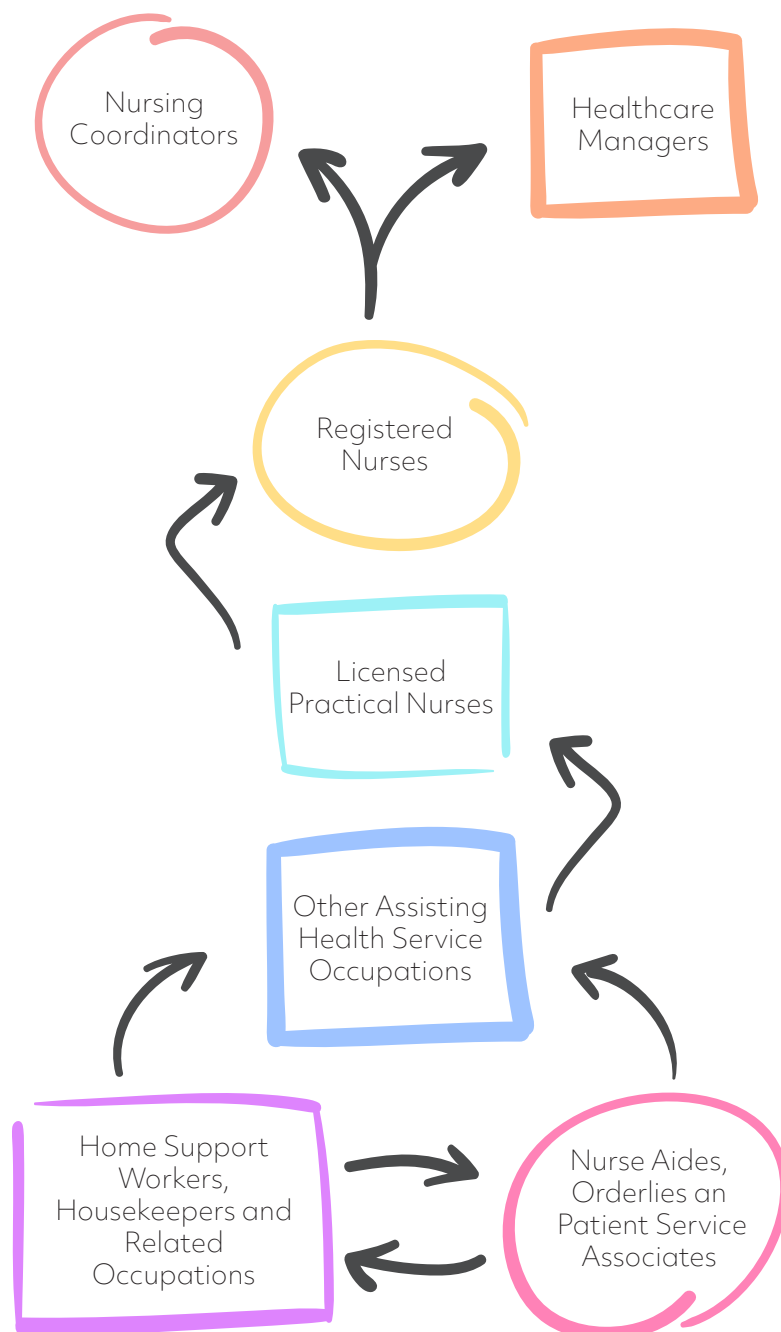
Managers in Healthcare plan, organize, direct, control and evaluate the delivery of health care services, such as diagnosis and treatment, nursing and therapy, within institutions, and in other settings, that provide health care services. They are employed in hospitals, medical clinics, nursing homes, and other health care organizations.

Educational Requirements

Healthcare managers are usually required to have the same education and training of the medical professionals in the department they manage. Several years of experience in the relevant healthcare profession, including supervisory experiences, is usually required.

Visual Career Progression Mapping

A position as a home support worker can lead to other supporting roles in healthcare as well as eventual positions in management depending on your interests and how you wish to build your skills. There are many opportunities to progress from an initial position as a home support worker. Home support workers may also move laterally between this position and a job as a nurse aide which allows you to increase your skills in this sector.



Skills Training Checklist

In every job posting, employers identify key skills needed for success and possible advancement. The following table lists the number of skills in each job category based on 2022 job postings.

While almost all job postings identify skills that align with every Skills for Success category, the categories with the highest number of desired skills for current job postings are communication, collaboration and adaptability.

Employers are most frequently identifying these soft skills in job postings for openings at all levels. This reinforces the importance of building these skillsets for both entry-level positions and career advancement in this industry.

	Home Support Workers	Nurse Aides	Other Assisting Health Occupations	Licensed Practical Nurses	Registered Nurses	Nursing Coordinators	Healthcare Managers
Reading							
Writing	1	2	1	1	1	1	1
Numeracy			2				
Digital	2	1	2	2	2	3	2
Problem Solving	2	2	1	4	2	2	2
Communication	2	1	2	2	3	3	3
Collaboration	4	2	3	4	2	4	4
Adaptability	5	3	6	4	2	2	2
Creativity & Innovation		1	1		1	1	1

Examples of skills employers identify that fit within each of these three categories are

Communication

- Oral communication (speaking and listening)
- Communicating with patients

Collaboration

- Teamwork
- Interpersonal abilities
- Conflict resolution

Adaptability

- Time management
- Detail oriented
- Work independently

For each Skills for Success category, here is an example of what the progression of tasks would look like as someone builds this skill and is required to perform increasingly complex tasks. Examples of tasks for each job that are found within each of the top three Skills for Success categories are listed here.

HOME SUPPORT WORKERS, HOUSEKEEPERS AND RELATED OCCUPATIONS

Communication: Employees in this role need to be able to communicate effectively with patients or clients and their family members. Listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Employees in this role must be able to work effectively with many different healthcare providers in order to care for patients and meet their needs.

Adaptability: Employees in this role need to be able to adjust to changing and unanticipated needs of patients or clients.

NURSE AIDES, ORDERLIES AND PATIENT SERVICE ASSOCIATES

Communication: Employees in this role need to be able to communicate effectively with both patients and other healthcare staff to support patient needs. As with other roles in healthcare, listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Employees in this role are working as part of a healthcare team and need to be able to work well with other healthcare providers to ensure patients receive appropriate care.

Adaptability: Employees in this role need to adjust to changing patient needs and changing hospital dynamics. The day-to-day work will be constantly changing and requires flexibility and adaptability.

OTHER ASSISTING WORKERS IN SUPPORT OF HEALTH SERVICES

Communication: Employees in this role need to be able to communicate effectively with patients, other healthcare colleagues, and supervisors. As with other roles in healthcare, listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Employees in this role are working as part of a healthcare team and will be working with others to ensure everyone has the resources they need to meet patient needs.

Adaptability: Employees in this role need to adjust to changing patient needs and adapt to changing requests from supervisors.

LICENSED PRACTICAL NURSES

Communication: Nurses are listening and responding to patient needs, and communicating those needs to doctors and other healthcare workers. They are also communicating things like treatment goals and information about medication back to patients. As with other roles in healthcare, listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Nurses are working as part of a healthcare team and will be working to ensure patient needs are met and all aspects of care are coordinated.

Adaptability: Nurses are responding to changing patient needs, changing requests from doctors and other healthcare providers, and the uncertainty of day-to-day work in a constantly changing environment.

REGISTERED NURSES

Communication: Registered nurses are listening and responding to patient needs, communicating those needs to doctors and other healthcare workers. They are also communicating things like treatment goals and information about medication back to patients. As with other roles in healthcare, listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Registered nurses are working as part of a healthcare team and will be working to ensure patient needs are met and all aspects of care are coordinated.

Adaptability: Registered nurses are responding to changing patient needs, changing requests from doctors and other healthcare providers, and the uncertainty of day-to-day work in a constantly changing environment.

NURSING COORDINATORS

Communication: Nursing coordinators need to be able to communicate effectively with all nursing staff in order to effectively manage their schedules, workloads and the needs of the healthcare environment. As with other roles in healthcare, listening with empathy and compassion is an important skill for employees in this role.

Collaboration: Nursing coordinators are ensuring that all nursing activities are functioning effectively within a healthcare setting. This means that they need to create strong working relationships with nurses working on different shifts and in different specialties. As with other supervisory roles, nursing coordinators need to be able to effectively manage conflicts that may arise between staff.

Adaptability: Nursing coordinators need to be responsive to changing staffing needs, staff calling in sick, or certain shifts requiring more coverage than others. Flexibility to these changing needs is a key skill for nursing coordinators.

HEALTHCARE MANAGERS

Communication: Managers are required to communicate effectively with all hospital employees, patients and visitors throughout the day. As with other roles in healthcare, listening with empathy and compassion is an important skill for anyone working in this field.

Collaboration: Managing a healthcare team requires the ability to collaborate with people who bring different skillsets and expectations to work each day and work together to accomplish shared goals. As with other supervisory roles, healthcare managers need to be able to effectively manage any conflicts that may arise among staff, or between staff and patients.

Adaptability: Managers are required to adapt to changing circumstances such as staff calling in sick, patients with unexpected or changing needs, and the general uncertainty of a healthcare environment in which day-to-day work is constantly changing.

Food Counter Attendants, Kitchen Helpers and Related Support Occupations

(NOC 6711 (2016)/NOC 65201 (2021); Skill D)



Did You Know that an interest in hospitality often begins with an initial application to be a food counter attendant or kitchen helper? From here, people often transition to a server, supervisor, manager or even a cook. Your interest in food services can lead to a fulfilling long-term career as you develop your skills and gain valuable experience along the way.



Getting your start in hospitality and food services can provide opportunities for career growth and exciting long-term career possibilities.

Many restaurant managers, owners or cooks started as food counter attendants or kitchen helpers and progressed in the industry by gaining valuable skills, training and experience along the way!

Entry-Level Job

FOOD COUNTER ATTENDANTS

Food Counter Attendants prepare, heat and finish cooking simple food items and serve customers at food counters. Kitchen helpers, food service helpers and dishwashers clear tables, clean kitchen areas, wash dishes, and perform various other activities to assist workers who prepare or serve food and beverages. They are employed by restaurants, cafés, hotels, fast food outlets, cafeterias, hospitals and other establishments.

Educational Requirements

This job typically only requires on-the-job training, making this an ideal starting point for anyone interested in food services or hospitality.

FOOD AND BEVERAGE SERVERS

Food and Beverage Servers take patrons' food and beverage orders and serve orders to patrons. They are employed in restaurants, hotels, bars, taverns, private clubs, banquet halls and similar establishments.

Educational Requirements

Job requirements include additional on-the-job training and Smart Serve Certification. Some positions may also include additional training through an Apprenticeship or College course.

FOOD SERVICE SUPERVISORS

Food Service Supervisors supervise, direct and coordinate the activities of workers who prepare, portion and serve food. They are employed by hospitals and other health care establishments and by cafeterias, catering companies, and other food service establishments.

Educational Requirements

Job requirements for supervisors may include a college program in restaurant management or several years of experience in food preparation or service in lieu of additional education.

COOKS

Cooks prepare and cook a wide variety of foods. They are employed in restaurants, hotels, hospitals and other health care institutions, central food commissaries, educational institutions, and other establishments. Cooks are also employed aboard ships and at construction and logging campsites.

Educational Requirements

Completion of an apprenticeship program is required for cooks in many establishments.

RESTAURANT AND FOOD SERVICE MANAGERS

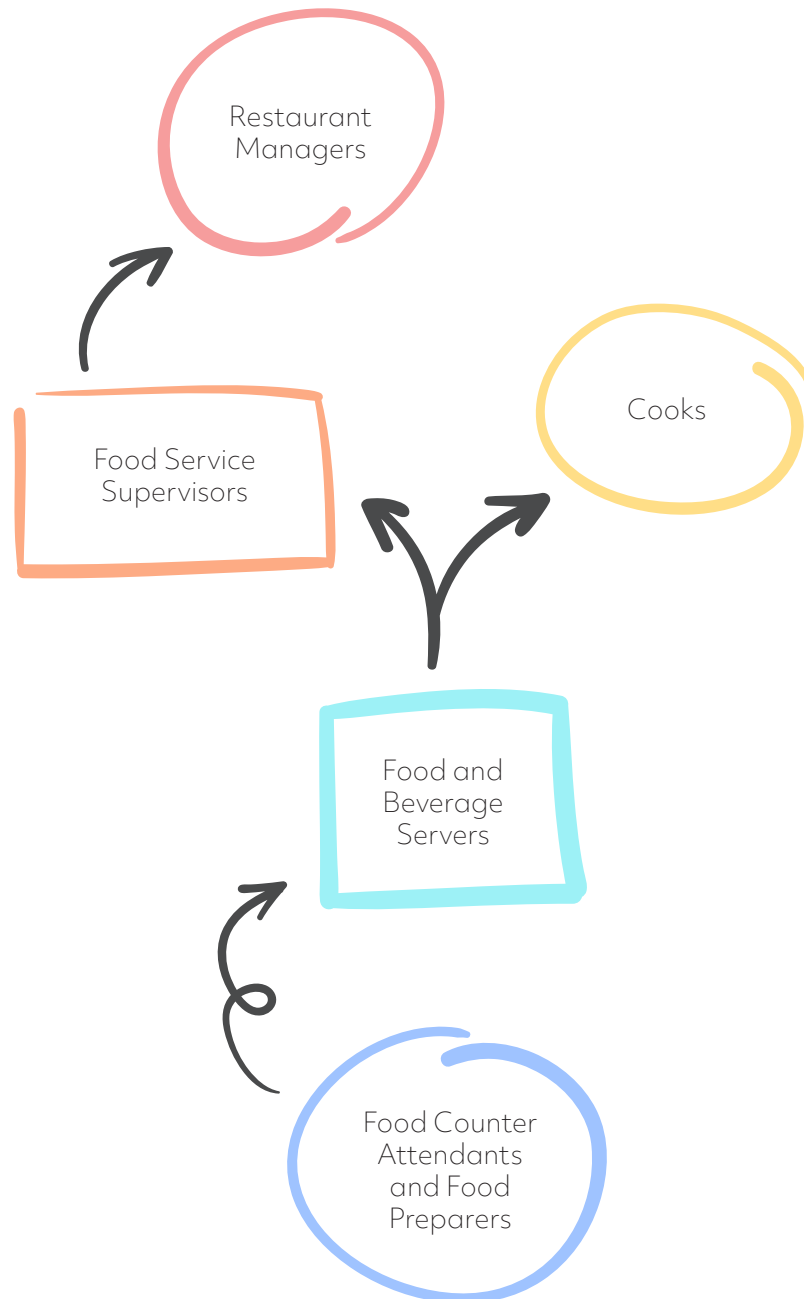
Restaurant and Food Service Managers plan, organize, direct, control and evaluate the operations of restaurants, bars, cafeterias and other food and beverage services. They are employed in food and beverage service establishments, or they may be self-employed.

Educational Requirements

Completion of a post-secondary program in hospitality and restaurant management is usually required. Restaurant managers or owners may also decide to pursue additional training in entrepreneurship or business administration.

Visual Career Progression Mapping

Beginning with a position as a food counter attendant or food preparer may help prepare you for a career as a food and beverage server, supervisor, cook or restaurant manager. Depending on your interests and how you wish to build your skills, there are many opportunities to progress in this industry.



Skills Training Checklist

In every job posting, employers identify key skills needed for success and possible advancement. For each of the three career ladders, beginning with food counter attendant, the following table lists the number of skills in each category based on 2022 job postings.

While almost all job postings identify skills that align with every Skills for Success category, the categories with the highest number of desired skills for current job postings are communication, collaboration and adaptability.

Employers are most frequently identifying these soft skills in job postings for openings at all levels. This reinforces the importance of building these skillsets for both entry-level positions and career advancement in this industry.

	Food Counter Attendants	Servers	Supervisors	Managers	Cooks
Reading					
Writing	1	1	1	1	1
Numeracy	1		2	1	2
Digital	1		2	3	1
Problem Solving	2	1	3	3	2
Communication	2	2	2	2	2
Collaboration	3	2	4	3	3
Adaptability	4	5	6	2	7
Creativity & Innovation	1		1		1

Examples of specific skills employers identify that fit within each of these three categories are:

Communication

- Oral communication (speaking and listening)
- Customer service oriented

Collaboration

- Teamwork
- Interpersonal abilities
- Conflict resolution

Adaptability

- Multitasking
- Time management
- Detail-oriented

For each Skills for Success category, here is an example of what the progression of tasks would look like as someone builds this skill and is required to perform increasingly complex tasks. Examples of tasks for each job that are found within each of the top three Skills for Success categories are listed here.

FOOD COUNTER ATTENDANTS AND FOOD PREPARERS

Communication: Employees in this role are often required to listen to and accurately take down customer orders.

Collaboration: Employees in this role are often working with coworkers to accomplish shared goals such as preparing food, cleaning workstations, and clearing tables.

Adaptability: Employees in this role need to adjust to unexpected changes such as many customers arriving at the same time and requiring service.

FOOD AND BEVERAGE SERVERS

Communication: Employees in this role are often required to listen to and accurately take down customer orders, and effectively communicate these orders to kitchen staff.

Collaboration: Employees in this role must work effectively with coworkers, kitchen staff and managers to ensure that customers have a positive experience in a restaurant.

Adaptability: Employees in this role may deal with changing expectations from customers, and changing demands throughout a shift.

FOOD SERVICE SUPERVISORS

Communication: Supervisors are often interacting with staff, vendors, and managers throughout the day. Each interaction requires strong listening skills and clear communication of tasks and goals.

Collaboration: Supervisors need to be able to work effectively with the staff they supervise, with other colleagues, and with managers in order to coordinate successful service to customers. In addition, they need to be able to effectively manage conflicts that may arise between staff or between staff and customers.

Adaptability: Supervisors may deal with changing expectations such as new staff who require training, new restaurant menus, and other changes to services provided in the restaurant.

COOKS

Communication: Cooks are required to communicate effectively with other kitchen staff as well as with managers, vendors, and restaurant customers. Interactions with each of these groups require strong listening skills and clear communication of tasks and goals.

Collaboration: Cooks need to be able to work effectively with all kitchen staff, ranging from sous-chefs and kitchen helpers to servers, food vendors, and restaurant managers.

Adaptability: In a fast-paced kitchen environment, cooks must be prepared to adapt to changes in orders, shortages of ingredients, or other unexpected changes throughout a shift.

RESTAURANT MANAGERS

Communication: Managers are required to communicate effectively with all staff and customers in different ways throughout the day. Interactions with everyone working in the restaurant require strong listening skills and clear communication of tasks and goals.

Collaboration: Managing a team requires the ability to collaborate with people who bring different skillsets and expectations to work each day and work together to accomplish shared goals. As with other supervisory roles, managers need to be able to effectively manage conflicts that may arise between staff or between staff and customers.

Adaptability: Managers are required to adapt to changing circumstances such as staff calling in sick, customers upset with orders, or unexpected changes.

Appendix A

OALCF COMPETENCIES COMPARISON TO ESSENTIAL SKILLS AND SKILLS FOR SUCCESS

Thank you to Project READ Learning Network who created this comparison chart

Competency	Task Group	Essential Skills	Skills for Success	Task Group
A Find and Use Information	A1 Read continuous text	Reading Text, Critical Thinking	Reading, Problem Solving	A1 Read continuous text
	A2 Interpret documents	Document Use, Critical Thinking	Reading, Problem Solving	A2 Interpret documents
	A3 Extract info from films, broadcasts & presentations	Finding Information, Oral Communication	Communication, Adaptability	A3 Extract info from films, broadcasts & presentations
B Communicate Ideas and Information	B1 Interact with others	Oral Communication	Communication, Creativity and Innovation	B1 Interact with others
	B2 Write continuous text	Writing	Writing, Creativity and Innovation	B2 Write continuous text
	B3 Complete & create documents	Document Use, Writing, Problem Solving, Job Task Planning and Organizing	Writing, Problem Solving, Creativity and Innovation	B3 Complete & create documents
	B4 Express oneself creatively	Oral Communication, Writing	Communication, Writing, Creativity and Innovation	B4 Express oneself creatively
C Understand and Use Numbers	C1 Manage money	Numeracy - Money Math, Scheduling or Budgeting and Accounting, Numerical Estimation	Numeracy	C1 Manage money
	C2 Manage time	Numeracy - Measurement and Calculation, Scheduling or Budgeting and Accounting, Numerical Estimation	Numeracy	C2 Manage time
	C3 Use measures	Numeracy - Measurement and Calculation, Numerical Estimation	Numeracy	C3 Use measures
	C4 Manage data	Numeracy - Data Analysis, Measurement and Calculation, Numerical Estimation, Significant Use of Memory	Numeracy	C4 Manage data

Continued...

Competency	Task Group	Essential Skills	Skills for Success	Task Group
D Use Digital Technology	n/a	Reading Text, Computer Use, Document Use, Writing, Problem Solving, Significant Use of Memory	Digital, Adaptability, Creativity and Innovation	D Use Digital Technology
E Manage Learning	n/a	Continuous Learning, Job Task Planning and Organizing	Collaboration, Adaptability	E Manage Learning
F Engage with Others	n/a	Working with Others, Oral Communication, Job Task Planning and Organizing	Collaboration, Communication, Adaptability, Creativity and Innovation	F Engage with Others

QUILL Learning Network

PO Box 1272, Seaforth, N0K 1W0

<https://www.quillnetwork.com>