

Självskattningsformulär
Servering
Engelska

Identify your competencies

Do you have experience from a profession and would like to know how you can use your professional experience in Sweden?

By doing a self-assessment, you can obtain an overview of what is required for the profession.

You do the self-assessment by filling in a form that is associated with a profession in the Swedish labour market. The answers are intended to support you, and you can use the self-assessment questionnaire in your meetings with an employment officer. The answers can make it easier for Arbetsförmedlingen and for you to choose which of Arbetsförmedlingen's measures is right for you. You may need support in seeing how you can utilise your competencies in Sweden, information about how to move on, to complete of your education, job experience or a validation.

The self-assessment's questions are based on the requirements of various professions in Sweden. The answers are based on your knowledge and experience from the profession.

All your knowledge and experience count. You assess your own competencies.

This self-assessment survey applies to waiting staff.

The occupations considered to fall within the category of waiting staff include waitress, waiter and head waiter.

Training and/or education is not needed in order for you to assess your own competences and experience. However, if your training and/or education was completed in another language than Swedish then try to get this translated and assessed. The Swedish Employment Agency can help you with this.

A validation of your professional competence and experience will either result in a certificate stating that you need to supplement your training and/or education or you being validated to practise your profession. The Swedish Employment Agency will put you in touch with a validation service provider according to industry requirements.

Assess your competences and experience using the following rating scale and then discuss the result with your employment officer.

You can identify your competencies based on the following levels

1: No experience

- You have theoretical knowledge but no practical experience.

2: Limited experience

- You had the chance of doing this type of work while in training.

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3: Fair amount of experience

- You have references and certificates of employment from at least 12 months of work.

4: Considerable experience

- You have practical experience and would be able to start working unsupervised relatively quickly.

5: Extensive experience

- You should straight away be able to assume the position of a supervisor, manager or expert.
- You have experience of organising and developing businesses including administration and management.
- You have experience of communicating how the work should be carried out and getting your staff and colleagues involved and motivated.
- You have experience of organising resources for various projects/groups/business areas/staff and colleagues.

Use the free-form text field at the end of this survey for any other information about your experience that you may wish to add. Perhaps you have gained other experience within the industry that is not mentioned in this self-assessment survey.

Can you prove your knowledge and experiences in any way, with education or employment certificates, for instance?

If you have certificates or school grades, the Swedish Employment Agency can help you to get these translated and validated.

Self-assessment form Waiting staff

Answer on a scale from 1 No experience to 5 Extensive experience.

Question	Hosting and Communication	1	2	3	4	5
1.	I am service-minded in my work					
2.	I focus on the guest and act in a professional manner					
3.	I demonstrate a considerate and caring approach to the guests					
4.	I never lose my patience when dealing with the guests					

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Question	Hosting and Communication	1	2	3	4	5
5.	I take a structured approach to my work and deal with stressful situations systematically					
6.	I handle instructions based on the needs of the business					
7.	I am able to see the bigger picture in relation to my own role and tasks					
8.	I am always keen and interested in taking on a new task					
9.	I raise questions that need to be discussed in order for the business to develop and improve					

Question	Important experiences within the service profession	1	2	3	4	5
Experience as a Head Waiter						
1.	I have supervised waiting staff					
2.	I have organised the work of waiting staff					
3.	I have experience of planning and drawing up work schedules					
4.	I have experience of taking pre-order					
5.	I have been in charge of organising larger events such as banquets and gala dinners					
6.	I have been in charge of producing menus					
7.	I have experience of taking table reservations					
8.	I have experience of seating guests in a manner that ensures the most efficient use of the restaurant					
9.	I have experiencing of working with restaurant POS (point of sale) systems and other payment forms					
10.	I have knowledge of various types of special diets such as food for allergy sufferers					
11.	I have the ability to present dishes in a tasteful way					
12.	I have the ability and knowledge to propose a suitable beverage					

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Question	Important experiences within the service profession	Yes	No
13.	I am a qualified sommelier (wine waiter) or have worked as an unqualified sommelier		
14.	If 'Yes' - give a brief description of what duties you had as a sommelier:		

Question	Important experiences within the service profession	1	2	3	4	5
15.	I have experience of buying wines and other beverages for the restaurant					
16.	I have experience of writing wine lists					
17.	I have experience in training staff					
18.	I am knowledgeable about other beverages, such as:					
Experience as waitress or waiter						
19.	I am able to work efficiently in a stressful environment					
20.	I know how to perform different types of service and waiter techniques					
21.	I have the ability to work in an organised manner					
22.	I have the ability to work in a flexible manner, if and when needed					
23.	I have knowledge of various types of special diets such as food for allergy sufferers					
24.	I have the ability to present dishes in a tasteful way					
25.	I have the ability and knowledge to propose a suitable beverage					

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Question	Important experiences within the service profession	1	2	3	4	5
26.	I am capable of being responsible for different stations (tables)					
27.	I am capable of taking orders and keeping track of these in the kitchen and at the bar					
28.	I am capable of handling tools					
29.	I am capable of arranging tasteful table settings and food service					
30 a.	I am capable of arranging for the bill and receive payment from guests					
30 b.	Describe your experience of working cash registers (POS systems) and accounts:					

Question	Experience from different workplaces	1	2	3	4	5
1.	I have worked in a café					
2.	I have worked in a small-size restaurant					
3.	I have worked in a large-size restaurant					
4.	I have worked at a banquet hall					
5.	Other workplaces where I have served food and drink:					

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Please use this space to provide further details of any experience or knowledge that is not evident from the questions above: