Canadian Gaming
CENTRE OF EXCELLENCE
INFINITE POSSIBILITIES

ESSENTIAL SKILLS PROFILE

RECEIVER (Food & Beverage)

TABLE OF CONTENTS

Essential Skills are the skills people need for work, learning and life.

Human Resources and Skills Development Canada have identified nine essential skills that are the foundation to success in today's workplace.

They provide the foundation for learning all other skills and enable Gaming employees to evolve in their jobs and adapt to workplace change.

Without adequate levels of Essential Skills, employees' productivity, training and career options in Gaming may be limited.

Essential Skills are critical to the Gaming Industry.

HIT THE JACKPOT… BET ON A CAREER IN GAMING

INTRODUCTION **1**

READING TEXT **2**

USE OF DOCUMENTS **3**

WRITING **4**

NUMERACY **5**

ORAL COMMUNICATION **7**

THINKING SKILLS **9**

1. Problem Solving 9
2. Decision Making 9
3. Job Task Planning and Organizing 9
4. Significant Use of Memory 10
5. Finding Information 10

WORKING WITH OTHERS **11**

COMPUTER USE **12**

CONTINUOUS LEARNING **13**

OTHER INFORMATION **14**

- Physical Aspects 14
- Attitudes 14
- Future Trends Affecting Essential Skills 14
- Notes 14

The most important Essential Skills for Receivers are:

- **Thinking Skills (Job Task Planning and Organizing)**
- **Document Use**

INTRODUCTION

Receivers are responsible for meeting, checking and transporting food and beverage shipments which arrive at the loading dock to be taken to the kitchen area.

Receivers are also known as:

- Shippers
- Shipper/Receivers

READING TEXT

Refers to reading memos, schedules and procedure manuals.

Reading Text is an Essential Skill that all Casino employees need to:

- *Read bulletin boards for memos, job openings, general announcements and training opportunities*
- *Read procedure manuals, maintenance manuals and MSD sheets*
- *Read casino entertainment and special event information to pass along to customers*

A. READING TEXT

Tasks	Complexity Level	Examples
Typical *Most Complex*	1-2	**Receivers:** • read invoices with attention to details of contents and number. (1) • read stickers, product labels and inserts on the pieces to ensure they represent the contents. (1) • may read manuals for all equipment. (2)

Reading Profile

Type of Text	Purpose for Reading			
	To scan for specific information/ To locate information.	To skim for overall meaning, to get the "gist".	To read the full text to understand or to learn.	To read the full text to critique or to evaluate.
Forms	>>	>>		
Labels				
Notes, Letters, Memos				
Manuals, Specifications, Regulations				
Reports, Books, Journals				

The symbols >, >> and >>> are explained in the **Notes** section.

DOCUMENT USE

Refers to understanding documents that have a combination of words, numbers, symbols, colors and shapes together.

Document Use is an Essential Skill that all Casino employees need to:

- *Scan flow charts to learn sequencing of simple tasks and processes*
- *Complete forms, procedural checklists and end-of-day reports*
- *Identify WHMIS and other casino workplace symbols, icons and directional signs*

B. USE OF DOCUMENTS

Tasks	Complexity Level	Examples
Typical *Most Complex*	1-2 2	**Receivers:** • read the order board to see what supplies are running low and may help compile order sheet. (2) • may assist chef with freezer or cooler inventory. (2) • read and verify invoices or shipping lists. Check for damaged products and for quantity errors (5 instead of 50). Sign and stamp. (1) • gets credit from the driver if any of the pieces are missing. Driver signs identifying the product and the dollar value. (2) • may write up Incident Report. (2) • may write notes to chef about supplies. (1) • box and label seasonal decorations etc. for storage. (1)

Document Use Profile

Receiver:s:

>> read signs, labels or lists.

>> complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or texts of a paragraph or more. For example, checking off invoiced pieces.

>> read completed forms containing check boxes, numerical entries, phrases, addresses, sentences or texts of a paragraph or more. For example, order forms.

>> read tables, schedules and other table-like text. For example, read work shift schedules.

> enter information on tables, schedules or other table-like text.

The symbols >, >> and >>> are explained in the **Notes** section.

WRITING

Refers to understanding documents that have a combination of words, numbers, symbols, colors and shapes together.

Document Use is an Essential Skill that all Casino employees need to:

- *Scan flow charts to learn sequencing of simple tasks and processes*
- *Complete forms, procedural checklists and end-of-day reports*
- *Identify WHMIS and other casino workplace symbols, icons and directional signs*

C. WRITING

Tasks	Complexity Level	Examples
Typical **Most Complex**	1	**Receivers:** • may write up Incident Reports. (1) • sign and stamp shipping documents. (1)

Writing Profile

Length	Purpose for Writing						
	To organize/ To remember	To keep a record/ To document	To inform/ To request information	To persuade/ To justify a request	To present an analysis or comparison	To present an evaluation or critique	To entertain
Texts requiring less than one paragraph of new text		>>					
Texts rarely requiring more than one paragraph							
Longer texts			>				

The symbols >, >> and >>> are explained in the **Notes** section.

NUMERACY

Refers to using numbers and thinking in quantitative terms. (counting cash, calculating winnings)

Numeracy is an Essential Skill that all Casino employees need to:

- *Calculate winnings according to placement of chips, betting odds and values assigned to chips*
- *Count cash in opening and closing balances and customer transactions*
- *Estimate time required to complete tasks*
- *Estimate crowd flow*
- *Measure, calculate and use ratios to mix cleaning solutions and compounds*

D. NUMERACY

Tasks	Complexity Level	Examples
>> Money Math	2	**Receivers:** • check money value of missing items before getting credit slip from driver. (2)
Measure-ment and Calculation Math	1	• calculate the content of the pallets by length and width, check the number of pieces. (1) • locate and get the total of the pieces that may be scattered throughout more than one pallet. (1)
Numerical Estimation	1	• estimate the weight of contents of palettes. • estimate the space available in freezers and coolers and take best advantage of it. (1)

The symbols >, >> and >>> are explained in the **Notes** section.

Math Skills Profile

a. Mathematical Foundations Used

Number Concepts:		
Whole Numbers	>>	read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, complete physical counts on goods received or stored in the Kitchen area.
Rational Numbers - Fractions	>>	read and write, add or subtract fractions. For example, half containers.
Rational Numbers - Decimals	>>	read and write, round off, add or subtract decimals, multiply or divide by a decimal, multiply or divide decimals. For example, recording cash credits for missing goods.
Rational Numbers - Percent	>>	read and write percentages, calculate the percent one number is of another, calculate a percent of a number. For example, calculate the discount or taxes on value of invoice.

The symbols >, >> and >>> are explained in the **Notes** section.

b. How Calculations Are Performed

Receivers make calculations:

>> in their head.

> using a pen and paper.

> using a computer. (For example, place orders on the Internet and get totals.)

The symbols >, >> and >>> are explained in the **Notes** section.

c. Measurement Instruments Used

Receivers measure:

>> time – using a clock.

>> weight or mass using scales (digital, electrical or balance).

> liquid volume – using measuring cups, jars.

> temperature – using estimation or thermometers and gauges for freezers and coolers.

They use:

> the metric measurement system.

> the Imperial measurement system.

The symbols >, >> and >>> are explained in the **Notes** section.

ORAL COMMUNICATION

Refers to talking to exchange information. (explaining Gaming rules and Casino information to customers.

Oral Communication is an Essential Skill that all Casino employees need to:

- *Educate customers about responsible gaming and ensuring anyone who is having difficulty gets the assistance that they need*
- *Explain casino information, services, gaming products and gaming rules to customers*
- *Ask questions to clarify job tasks and expectations*
- *Speak respectfully to customers and co-workers when dealing with complex issues or resolving conflicts*

E. ORAL COMMUNICATION

Tasks	Complexity Level	Examples
Typical *Most Complex*	1 2	**Receivers:** • are often asked questions because they are the best source of information about locating stored items as they are the ones who stock the freezers and coolers. (1) • phone suppliers to discuss orders that are mistaken, short or below standard. (2) • negotiate their space with other staff (warehouse, kitchen and cleaning) in order to do the job quickly and effectively. (1) • call on housekeeping to deal with spills. (1) • talk to warehouse staff to know when orders arrive, negotiate space for perishables. (1)

Modes of Communication Used:

Receivers communicate:

>> in person.

>> using the telephone.

The symbols >, >> and >>> are explained in the **Notes** section.

Environmental Factors Impacting Communication:

The Kitchen area can be noisy, however it doesn't affect communication very much.

Oral Communication Profile

	Purpose for Oral Communication											
Type	To greet	To take messages	To provide/ receive information, explanation, direction	To seek, obtain information	To co- ordinate work with that of others	To reassure, comfort	To discuss (exchange information, opinions)	To persuade	To facilitate, animate	To instruct, instil understanding, knowledge	To negotiate, resolve conflict	To entertain
Listening (little or no interaction)												
Speaking (little or no interaction)												
Interact with co-workers			>>	>>			>					
Interact with those you supervise or direct												
Interact with supervisor/ manager			>>	>>				>>				
Interact with customers/ clients/ public												
Interact with suppliers, servicers	>>		>>	>>	>>							
Participate in group discussion												
Present information to a small group												
Present information to a large group												

The symbols >, >> and >>> are explained in the **Notes** section.

THINKING SKILLS

Refers to the process of evaluating ideas or information to reach a rational decision. Thinking Skills includes problem solving, decision making, job task planning and organizing, significant use of memory and finding information from text, people and computerized data-bases.

Thinking Skills are Essential Skills that all Casino employees need to:

- *Assess a situation and react appropriately*
- *Evaluate if currency seems suspicious*
- *Prioritize the order in which tasks are completed by considering deadlines and resources*

F. THINKING SKILLS

1. Problem Solving

Tasks	Complexity Level	Examples
Typical *Most Complex*	1	**Receivers:** • manage transport of goods from the warehouse to kitchen. Plan the route according to the bulk of the shipment. (1) • plan the best use of storage space in the freezers and coolers. (1)

2. Decision Making

Tasks	Complexity Level	Examples
Typical *Most Complex*	2	**Receivers:** • decide whether the quality of the goods is up to standard. • reject goods that have been damaged in transit. For example, squashed fruit.

3. Job Task Planning and Organizing

Complexity Level	Description
2	**Receivers:** • plan the best route when transporting bulky merchandise. They design the best use of storage space in the freezers and coolers keeping in mind frequency of use and bulk. They must keep safety in mind. For example, store chicken where the blood will not drip on other kinds of meat.

4. Significant Use of Memory

Examples
Receivers: • Receivers may remind chef to order well in advance. They remember telephone numbers to save time. They remember where goods have been stored.

5 Finding Information

Complexity Level	Description
1	**Receivers:** • get information from the Sous Chef in charge of ordering. • get information from the order forms

WORKING WITH OTHERS

Refers to employees working together to carry out tasks.

Working with Others is an Essential Skill that all Casino employees need to:

- *Co-operatively work with others to exceed casino service standards*
- *Coach and mentor new employees*
- *Make suggestions on improving teamwork and casino service (break schedules, shift times)*
- *Co-operatively work with others to repair casino equipment*

G. WORKING WITH OTHERS

They work alone as they are the only staff who work in the area of shipping and receiving for the kitchen.

Receivers:

> have opportunities to make suggestions on improving work processes.

The symbols >, >> and >>> are explained in the **Notes** section.

COMPUTER USE

Refers to the variety and complexity of computer use within the employees' position.

Computer Use is an Essential Skill that all Casino employees need to:

- *Enter data into various computerized tracking systems and databases*
- *Use email to communicate with others*
- *Use document and spreadsheet software to prepare, edit, manipulate and analyze Information*
- *Manage department electronic files*
- *Use a variety of electronic devices and resolve basic technical difficulties*

H. COMPUTER USE

Complexity Level	Computer Use
1	**Receivers:** • may use the computer to access suppliers on the Internet and they may deal with printouts to be signed. Otherwise they do not have access to a computer on the job.

The symbols >, >> and >>> are explained in the Notes section.

CONTINUOUS LEARNING

Refers to the ongoing process of acquiring new skills and knowledge and applying them in the workplace.

Continuous Learning is an Essential Skill that all Casino employees need to:

- *Identify training opportunities that are available*
- *Learn about new casino equipment, products, services and procedures*
- *Identify and understand skill strengths and the areas where improvement is needed to become successful in other casino positions*
- *Use newly learned skills and knowledge to improve work*

I. CONTINUOUS LEARNING

How the Learning Occurs

Learning may be acquired:

>> by applying previous experience

>> as part of regular work activity.

>> from co-workers.

The symbols >, >> and >>> are explained in the **Notes** section.

J. OTHER INFORMATION

In addition to collecting information for this Essential Skills Profile, our interviews with Receivers also asked about the following topics.

Physical Aspects	The Receivers interviewed mentioned these physical aspects of their jobs: They do a lot of heavy lifting, pushing and pulling carts, bending and stretching to place goods on shelves.
Attitudes	Receivers have to deal with staff in different areas. They possess the knowledge of the Shipping area and the food products, and feel that is a necessary combination.
Future Trends Affecting Essential Skills	Receivers do not see any future changes in their jobs.

Notes

Throughout this document, the following codes have been used:

>>> indicates that most respondents use that skill
>> indicates that some respondents use that skill
> indicates that few respondents use that skill
indicates that none of the respondents use that skill