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## Identify your competences

Do you have experience in a specific profession and would like to know how you can use that experience in Sweden?

By carrying out a self-assessment, you get an idea of what is required for your specific profession.

The self-assessment involves completing a survey that is linked to a profession on the Swedish labour market. The answers you give are meant to serve as a support and it can also be useful to refer to the self-assessment survey when you talk to one of our Employment Officers. The answers you give make it easier for the Swedish Public Employment Agency - and you - to choose what is right for you among the many services and activities offered by the Agency. Perhaps you need help with how to best use your skills and competences in Sweden or get advise on how you can develop, further your education and training, join a graduate or internship programme or become validated.

The self-assessment questions are based on the requirements placed on certain professions in Sweden. Your answers, however, are based on your own knowledge and experience in your profession.

Every bit of knowledge and experience counts. It is you who assess your own skills and competences.

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.

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## You can identify your competences based on the following rating scale

### 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.

### 3: Good 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.

Are you able to verify the knowledge and experience you have with, for example, certificates or school grades? If you have certificates or school grades, the Swedish Employment Agency can help you to get these translated and validated.

## Self-assessment Survey

### Waiting staff

<b>Hosting and Communication</b>	<b>1-5 (No experience – Extensive experience)</b>				
1) I am service-minded in my work.	1	2	3	4	5
2) I focus on the guest and act in a professional manner.	1	2	3	4	5
3) I demonstrate a considerate and caring approach to the guests.	1	2	3	4	5
4) I never lose my patience when dealing with the guests.	1	2	3	4	5
5) I take a structured approach to my work and deal with stressful situations systematically.	1	2	3	4	5
6) I handle instructions based on the needs of the business.	1	2	3	4	5
7) I am able to see the bigger picture in relation to my own role and tasks.	1	2	3	4	5
8) I am always keen and interested in taking on a new task.	1	2	3	4	5
9) I raise questions that need to be discussed in order for the business to develop and improve.	1	2	3	4	5
<b>Important experiences within the service profession</b>	<b>1-5 (No experience – Extensive experience)</b>				
<b>Experience as a Head Waiter:</b>					
1) I have supervised waiting staff.	1	2	3	4	5
2) I have organised the work of waiting staff.	1	2	3	4	5
3) I have experience of planning and drawing up work schedules.	1	2	3	4	5
4) I have experience of taking pre-orders.	1	2	3	4	5
5) I have been in charge of organising larger events such as banquets and gala dinners.	1	2	3	4	5
6) I have been in charge of producing menus.	1	2	3	4	5

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7) I have experience of taking table reservations.	1	2	3	4	5
8) I have experience of seating guests in a manner that ensures the most efficient use of the restaurant.	1	2	3	4	5
9) I have experiencing of working with restaurant POS (point of sale) systems and other payment forms.	1	2	3	4	5
10) I have knowledge of various types of special diets such as food for allergy sufferers.	1	2	3	4	5
11) I have the ability to present dishes in a tasteful way.	1	2	3	4	5
12) I have the ability and knowledge to propose a suitable beverage.	1	2	3	4	5
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:	Yes		No		
15) I have experience of buying wines and other beverages for the restaurant.	1	2	3	4	5
16) I have experience of writing wine lists.	1	2	3	4	5
17) I have experience in training staff.	1	2	3	4	5
18) I am knowledgeable about other beverages, such as:					
<b>Experience as waitress or waiter:</b>					
19) I am able to work efficiently in a stressful environment.	1	2	3	4	5
20) I know how to perform different types of service and waiter techniques.	1	2	3	4	5
21) I have the ability to work in an organised manner.	1	2	3	4	5
22) I have the ability to work in a flexible manner, if and	1	2	3	4	5

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when needed.					
23) I have knowledge of various types of special diets such as food for allergy sufferers.	1	2	3	4	5
24) I have the ability to present dishes in a tasteful way.	1	2	3	4	5
25) I have the ability and knowledge to propose a suitable beverage.	1	2	3	4	5
26) I am capable of being responsible for different stations (tables).	1	2	3	4	5
27) I am capable of taking orders and keeping track of these in the kitchen and at the bar.	1	2	3	4	5
28) I am capable of handling tools.	1	2	3	4	5
29) I am capable of arranging tasteful table settings and food service.	1	2	3	4	5
30) I am capable of arranging for the bill and receive payment from guests.  Describe your experience of working cash registers (POS systems) and accounts:	1	2	3	4	5
<b>Experience from different workplaces</b>					
1) I have worked in a café	1	2	3	4	5
2) I have worked in a small-size restaurant.	1	2	3	4	5
3) I have worked in a large-size restaurant.	1	2	3	4	5
4) I have worked at a banquet hall.	1	2	3	4	5
5) Other workplaces where I have served food and drink:					

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