



Learning about Catering and Customer Service

INSPIRA
Inspiring you

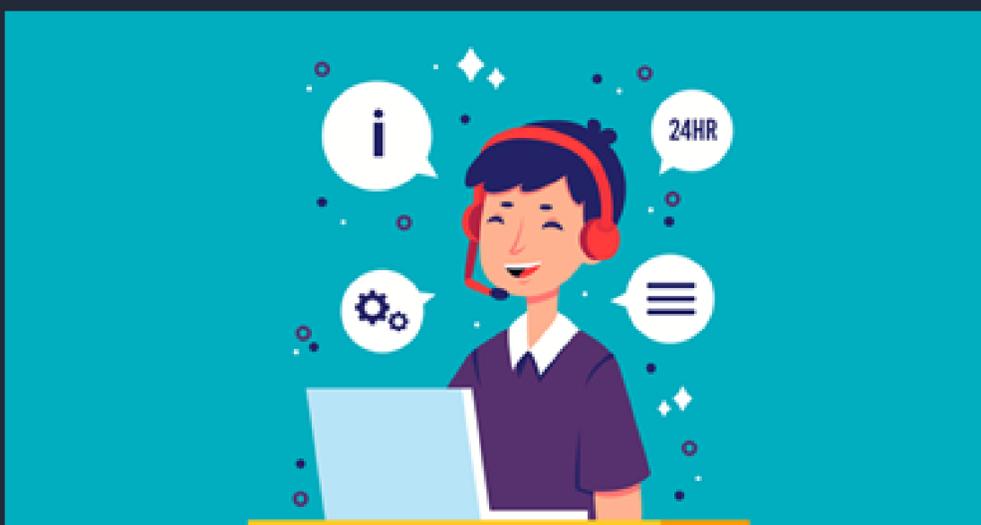
Catering, is all about making the food we eat, from sandwiches we buy, to tea in a café, to dinner in a restaurant.



Hand in hand with this, goes Customer Service, where people are made to feel welcome, served and looked after if they find a problem.



It's needed in lots of places - as well as ones that serve food, such as a supermarket, department store, or on the phone/online - for a business like a bank.



INSPIRA
Inspiring you

Try these questions on Catering to see if it's for you...



Would you work in a kitchen, where it could get hot and busy?

Yes – No - Maybe

Would you be careful about looking after food, such as how you clean up, to keep food safe for people to eat?

Yes – No - Maybe

Would you handle pressure, to keep food fresh and ready to serve?

Yes – No - Maybe

Would you be safe with the kit you need, like a sharp knife, hot grill, or cold fridge?

Yes – No – Maybe

Or what about Customer Service?

Would you greet people with a smile?

Yes – No - Maybe

Would you talk to all kinds of new people?

Yes – No - Maybe

Would you stay calm and polite if people were cross?

Yes – No - Maybe

Would you talk on the phone or use a computer to help?

Yes – No - Maybe

If the Yes and the Maybe are more than the No, then Catering might be for you!



INSPIRA
Inspiring you

What to do next for Catering?



What can you make in a kitchen? Is it more than a Pot Noodle? Make a list of all the foods you have made, or those you would like to try making:

.....
.....

Do you enjoy making food? **Yes – No – Maybe**

Will you make food for others? **Yes – No - Maybe**

What to do next for Customer Service?

- You know if you're comfortable talking to people
- You know if you could stay calm and friendly when people have a problem

So if you want to work around people, there are lots of places where this is done.

For either area, make a list of all the local places you might like to work:

.....
.....

Would you ask them if they need a volunteer or helper – for you to get more experience?

Yes – No - Maybe

Or would you find out if they need a part-time or full-time worker?

Yes – No - Maybe



If you want to do this, go ahead - have a go; stay safe and get help or support from those who care about you.

Good Luck! 😊