

## System Catering Expert (Fachmann/-frau für Systemgastronomie)

<b>Type of occupation</b>	Recognised occupation
<b>Type of training</b>	Dual vocational training programme, regulated in accordance with Vocational Training Act (BBiG)
<b>Duration of training</b>	3 years
<b>Places of learning</b>	Business establishment and vocational school

### ■ What do you do in this job?

System Catering Experts organise all areas of a restaurant according to a centrally determined catering concept and ensure that preset standards are adhered to. They manage work processes in the areas of purchasing, storage, kitchens, service, looking after guests and sales. They are also responsible for human resource planning. In addition, they monitor the quality of products, check trends in costs and plan as well as implement marketing activities. They look after guests; deal with complaints and pay attention to compliance with hygiene and safety regulations.

### ■ Where do you work?

System Catering Experts mainly work in/for:

- Self-service restaurants
- Fast food chains
- Hotels and restaurants with a standardised catering concept
- Motorway service areas and catering facilities in e.g. schools, workplaces etc.

They mostly work in the guest and sales areas. In a warehouse they check the inventory and ensure that products are properly stored. If necessary, they also work in the kitchen. Bills, calculations and service plans are done in an office.

### ■ What are the job requirements?

- Accuracy is particularly important in this type of work, e.g. being mindful of hygiene whenever working in kitchens, warehouses and restaurants. Working together with other skilled workers in the kitchen and service areas requires teamworking skills. Self-control is necessary, e.g. when dealing with impatient guests.
- Coming into contact with customers and writing correspondence requires the ability to express one's self in addition to confidence in spelling and sentence construction. Therefore good German language skills are required. English is also important, e.g. when dealing with foreign guests or working abroad. An in-depth knowledge of **business** is useful, e.g. when planning sales and purchases, for storage and marketing and drawing up catering proposals.