

Profession	Reading	Writing	Listening/oral interaction	Spoken production	Spoken interaction
<b>Restaurant Staff</b>					
<b>Bartender</b>	<b>A2:</b> Can understand texts that consist mainly of high frequency everyday or job-related language.	<b>A2:</b> Can write short, simple notes relating to: the ordering of drinks, and issues in need of immediate attention.	<b>B1:</b> Can understand the gist of longer speech and follow lines of argument at the bar. Can understand the main variants of English. Can communicate with the clients and exchange information on various matters (complaints, recommending drinks, description of cocktails, etc).	<b>B1:</b> Can link a series of shorter, simpler elements into a connected, linear sequence of points. Can present clear opinions detailed descriptions on a wide range of interests. Can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.	<b>B1:</b> Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers possible. Can encourage the customers / guests in an appropriate way (paraphrasing, agreeing, etc.) A bartender must cope with a wide range of situations and be able to react quickly to them.
<b>Cook</b>	<b>A2:</b> Can understand familiar expressions used in instructions, and recipes to be followed in the preparation of food, and very basic phrases on food packaging. Must be able to read safety regulations in the kitchen.	<b>A1:</b> Can understand and use familiar everyday expressions when communicating with staff in writing, leaving notes, asking for, and answering requests for information, or writing a motivational letter or CV.	<b>A2:</b> Can understand sentences and frequently used expressions related to the preparation of food in the kitchen; can communicate with staff and exchange information on food preparation, ingredients to be used, and maintenance of electrical appliances.	<b>A2:</b> Can use basic sentence patterns, groups of words and set formulae in order to communicate limited information; (in simple everyday situations in the kitchen - with the staff, or in the restaurant- with customers, upon request). Can link groups of words with simple connectors like "and",	<b>A2:</b> Can communicate in simple and routine tasks requiring a simple and direct exchange of information on food preparation, recipes, ingredients, diets, products, health and safety requirements and first aid.

				“but” and “because” to make logical connections.	
<b>Cook/Chef in customer service</b>	<b>A2:</b> Can understand familiar expressions used in instructions, and recipes to be followed in the preparation of food, and very basic phrases on food packaging.	<b>A1:</b> Can use familiar expressions when communicating with staff in writing, leaving notes, asking for and answering requests for information, or writing a motivational letter or CV.	<b>B1:</b> Can understand sentences and frequently used expressions related to the preparation of food in the kitchen, can communicate with customers and staff (if required) and exchange information on serving food, or ingredients used.	<b>B1:</b> Can give clear, detailed description of dishes, food ingredients. Can make suggestions for different diets or culinary preferences according to what the restaurant’s offer as well as specialties in a fluent and clear manner.	<b>B1:</b> Can deal with most situations likely to arise whilst preparing or serving food. Can answer questions or give explanations about food ingredients, recipes, diets, etc.
<b>Waiter/ waitresses</b>	<b>A2:</b> Can read short, simple texts, e.g. recipes, menus, ingredients. Can find specific, predictable information in simple everyday material such as menus, recipes, catering.	<b>A2:</b> Can write short, simple notes relating to: ordering of food and drinks, and issues in need of immediate attention.	<b>B1:</b> Can understand the main points of clear standard speech in relation to food and drinks; can communicate with customers and exchange information on serving food, or ingredients used.	<b>B1:</b> Has enough language to get by, with sufficient vocabulary to express himself/ herself with some hesitation on topics such as food, ingredients, recipes and drinks etc.	<b>B1:</b> Can deal with most situations likely to arise whilst serving food. Can immediately join in on conversations about food, ingredients and drinks, etc. Can provide the customer with necessary information regarding the food served, ingredients, processing, etc.
<b>Room service</b>	<b>A2:</b> Can read short, simple texts. Can find specific, predictable information in simple everyday material included in room services.	<b>A2:</b> Can write short, simple notes relating to room service, communicating with other staff.	<b>B1:</b> Can understand guests and the employer, and the main points of clear standard speech relating to room services etc. Can understand the guests’ needs.	<b>B1:</b> Can initiate, maintain and close simple face-to-face conversations on topics related to customer call.	<b>B1:</b> Can deal with most situations likely to arise whilst serving guests. Can communicate with the guests, understand their requests and give information about the hotel services. Can enter into conversation on room service, etc. without hesitation.