

The Chicago restaurant industry is expected to continue to grow and add 47,500 new jobs by 2019. Restaurant opportunities vary with experience, and in some cases public funds are available to train people interested in entering this industry. For those job seekers with a strong work ethic and demonstrated customer service and communication skills, there is significant opportunity to move up in the hospitality sector and between the restaurant, hotel and retail industries.

Chicago Restaurant Industry Facts:

- The restaurant industry is fast-paced and fast-growing. Little experience is required to start, and a variety of jobs with growth potential are available in both the front and back of the house.
- Approximately 46% of restaurant industry jobs are entry-level, accessible without formal education or previous work experience and offer good job and career mobility.
- Entry-level positions require very little in the way of formal skills, but do require demonstrated customer service skills, hygiene, reliability and dependability.
- Many positions require some English language skills and basic math.
- Job seekers can work in quick service, full service or fine dining restaurants, as well as specialty food stores.

Chicago Restaurant Career Information:

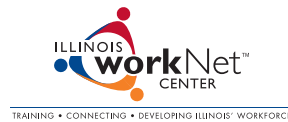
There are three segments of restaurant jobs: Back of the House (BOH), Front of the House (FOH), and management.

- BOH jobs are primarily involved in the food production process and cleaning—dishwashers, cooks, and chefs.
- FOH jobs relate to welcoming customers and taking and delivering food and drink orders—cashiers, servers, hosts and bussers.
- Managers coordinate BOH and FOH activities and attend to the overall operations of the restaurant.

You may qualify for free education, training or other services to help you find a job in the restaurant industry. Contact ServiceWorks or your provider to learn more.

ServiceWorks: (312) 494-9346

Provider Contact:



CHICAGO CAREERS

HOSPITALITY | RESTAURANT



RESTAURANT INDUSTRY

POSITIONS

CAREER PATH

SKILLS & KNOWLEDGE

Assistant Restaurant Manager
Catering Manager
Chef/Executive Chef
General Manager
Unit Manager

MANAGEMENT

\$30,000 PER YEAR
AND UP

Advanced Culinary Training/Bachelor's Degree
Advanced Customer Service Skills
Advanced Supervisory Skills
Finance/Operations/Budgeting Experience
Human Resources Management Experience
Job Experience/Seniority
Sales and Marketing Experience

Assistant Unit Manager
Banquet Manager
Dining Room Manager
Front Line Supervisor
Management Trainee
Pastry Chef
Sales/Catering Manager
Sous Chef

SKILLED

\$12 - \$18 PER HOUR

Advanced Computer Skills
Advanced Customer Service Skills
Business Management/Finance Skills
Culinary Certificate/Associate to Bachelor's Degree
Job Experience/Seniority
Marketing Skills
Supervisory Skills

Bartender
Catering Sales Associate
Host/Hostess
Prep or Line Cook
Restaurant Server

SEMI-SKILLED

\$9 - \$14 PER HOUR

Basic Culinary Skills
Computer Proficiency
Customer Service Skills
English Proficiency
Food Safety and Sanitation Knowledge
GED/High School Diploma

Busser
Cashier/Counter Server
Dishwasher
Food Prep/Cook
Quick Service Kitchen Associate

ENTRY

\$8.25 - \$9 PER HOUR

Basic Customer Service Skills
Basic Math Skills
English Skills
GED/High School Diploma
Workplace Readiness and Reliability

SEE REVERSE SIDE FOR CONTACT INFORMATION TO SEE IF YOU QUALIFY FOR TRAINING.