

**O*NET OnLine**[Updated 2016](#)

Summary Report for:

35-9011.00 - Dining Room and Cafeteria Attendants and Bartender Helpers

Facilitate food service. Clean tables, remove dirty dishes, replace soiled table linens; set tables; replenish supply of clean linens, silverware, glassware, and dishes; supply service bar with food; and serve items such as water, condiments, and coffee to patrons.

Sample of reported job titles: Bar Back, Bus Boy, Bus Person, Busboy, Dietary Aid, Dietary Aide, Dining Room Attendant, Server, Server Assistant, Shift Manager

View report:

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Tasks

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- Wipe tables or seats with dampened cloths or replace dirty tablecloths.
- Set tables with clean linens, condiments, or other supplies.
- Locate items requested by customers.
- Scrape and stack dirty dishes and carry dishes and other tableware to kitchens for cleaning.
- Perform serving, cleaning, or stocking duties in establishments, such as cafeterias or dining rooms, to facilitate customer service.

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Tools & Technology

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- Carbonated beverage dispenser** — Carbonated beverage dispensers
- Commercial use blenders** — Blenders
- Commercial use coffee or iced tea makers** — Commercial coffeemakers
- Commercial use cutlery** — Chefs' knives

- ⊕ **Commercial use dishwashers** — Commercial dishwashers; Glass washing machines
- ⊕ **Commercial use food processors** — Food processors
- ⊕ **Commercial use food warmers** — Steam tables
- ⊕ **Non carbonated beverage dispenser** — Juice dispensers

Technology used in this occupation:

- ⊕ **Operating system software** — Microsoft Windows
- ⊕ **Point of sale POS software** — Cafe Cartel Systems; Plexis Software Plexis POS; RestaurantPlus PRO

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Knowledge

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- ⊕ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ⊕ **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.
- ⊕ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Skills

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- ⊕ **Service Orientation** — Actively looking for ways to help people.
- ⊕ **Coordination** — Adjusting actions in relation to others' actions.

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Abilities

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- ⊕ **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- ⊕ **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- ⊕ **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

- ⊕ **Speech Recognition** — The ability to identify and understand the speech of another person.
- ⊕ **Extent Flexibility** — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- ⊕ **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- ⊕ **Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- ⊕ **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- ⊕ **Stamina** — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- ⊕ **Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.

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Work Activities

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- ⊕ **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- ⊕ **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- ⊕ **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- ⊕ **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- ⊕ **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.

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Detailed Work Activities

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- ⊕ Arrange food for serving.
- ⊕ Clean food preparation areas, facilities, or equipment.
- ⊕ Clean tableware.
- ⊕

Stock serving stations or dining areas with food or supplies.

- ⊕ Operate cash registers.

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Work Context

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- ⊕ **Spend Time Standing** — 81% responded “Continually or almost continually.”
- ⊕ **Contact With Others** — 87% responded “Constant contact with others.”
- ⊕ **Face-to-Face Discussions** — 75% responded “Every day.”
- ⊕ **Spend Time Walking and Running** — 76% responded “Continually or almost continually.”
- ⊕ **Work With Work Group or Team** — 68% responded “Extremely important.”

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Job Zone

Title Job Zone One: Little or No Preparation Needed

Education Some of these occupations may require a high school diploma or GED certificate.

Related Experience Little or no previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a waiter or waitress even if he/she has never worked before.

Job Training Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

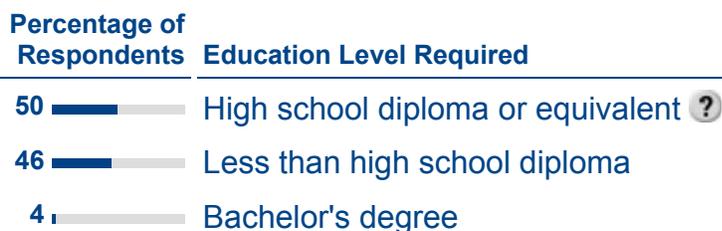
Job Zone These occupations involve following instructions and helping others.

Examples Examples include taxi drivers, amusement and recreation attendants, counter and rental clerks, nonfarm animal caretakers, continuous mining machine operators, and waiters/waitresses.

SVP Range (Below 4.0)

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Education



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Credentials



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Interests

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Interest code: **RCS**

- ⊕ **Realistic** — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
- ⊕ **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
- ⊕ **Social** — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

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Work Styles

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- ⊕ **Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- ⊕ **Integrity** — Job requires being honest and ethical.
- ⊕ **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- ⊕ **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- ⊕ **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

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Work Values

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- ⊕ **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- ⊕ **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- ⊕ **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.

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Related Occupations

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- 35-2021.00 [Food Preparation Workers](#) ★ **Bright Outlook**
- 35-3031.00 [Waiters and Waitresses](#) ★
- 35-3041.00 [Food Servers, Nonrestaurant](#)
- 35-9031.00 [Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop](#) ★
- 37-2012.00 [Maids and Housekeeping Cleaners](#) ★

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Wages & Employment Trends

Median wages (2014) \$9.02 hourly, \$18,760 annual

State wages  Local Salary Info

Employment (2014) 415,000 employees

Projected growth (2014-2024)  Average (5% to 8%)

Projected job openings (2014-2024) 233,000

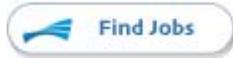
State trends  Employment Trends

Top industries (2014) [Accommodation and Food Services](#)

Source: Bureau of Labor Statistics [2014 wage data](#)  and [2014-2024 employment projections](#) . "Projected growth" represents the estimated change in total employment over the projections period (2014-2024). "Projected job openings" represent openings due to growth and replacement.

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Job Openings on the Web



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Sources of Additional Information

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Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Food and beverage serving and related workers](#) . Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2016-17 Edition*.

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