

CALL CENTER OPERATOR

JOB DESCRIPTION:

Aims: interface with clients, give information, help, customer services, selling, telemarketing, help desk and other activities linked to clients. S/he is expert in incoming telephone calls (or, in some case, emails) and responds to the customers giving information, registering claims and trying to give solutions.

Job context: s/he is in contact with marketing service and uses phones, computer and internet. Usually there is a team leader that organizes the operators activities. The clients can have always the same operator to refer on or change operator every time. Often operators have a time to respect in solving customer's problem, and if they respect this time or are faster have production rewards. A common agreement for the operator of call center is a part-time one, with many possibilities (6 hours for 6 days, 5x5, 5x6, etc.). People work along all the turns to cover all day service.

Behaviors: communication, people orientation, work in stress conditions, negotiation.

MACRO SKILL: BE ABLE TO GIVE INFORMATION

- Principles of customer's satisfaction (knowledge)
- Communication psychology elements (k)
- English language (k)
- Laws in communication (k)
- Principles of customer care (k)
- Call center organization (k)
- Apply phone calls techniques (practical)
- Use software for emails (Microsoft Outlook © or similar) (p)
- Use software for a call center activity (p)
- Communicate information correctly (p)
- Select right and useful information (p)
- Hear and manage claims
- Professional ethics (k)
- Internet safety elements (k)

PORTER

JOB DESCRIPTION:

Aims: s/he welcomes the customers arriving in the hotel, and carries the suitcases in the check in and check out phases. Sometimes s/he clean common spaces, if it's request by his/her responsible.

Job context: porter works in hotels. S/he can be full time or part time. S/he refers to hotel receptionists and to the floor maid. Usually s/he works on Saturday and Sunday, too. It's frequent that hotels apply seasonal agreements.

Behaviors: accuracy, resistance, customer orientation.

MACRO SKILL: TIDY UP COMMON HOTEL SPACES

- Personal hygiene (knowledge)
- Clean rooms (practical)
- Use cleaning tools (p)
- Safety and health laws (k)
- Tools' maintenance (k)

MACRO SKILL: CARRY BAGS AND CASES

- Carry bags and cases (p)
- Safety elements (k)
- Apply techniques to prevent personal accidents (p)
- Apply techniques to prevent objects damages (p)
- Use movement tools (p)

SELLER – SALESMAN

JOB DESCRIPTION:

Aims: s/he can work in great distributions or in small shops. His/her responsibilities can change according to the type of what s/he sell and the dimension of the shop. In big stores s/he has to manage goods in his/her own division or aisle, and guarantee the shelves supply. S/he has to know prices and answer the clients. S/he can advise and stimulate clients in buying, explaining the products qualities and characteristics. Often s/he has to follow the purchasing and delivery of the wares.

Job context: small and big dimension shops. Short period agreements are common in big supermarket, especially when there is a great stream of people (Christmas time, etc.). S/he is assigned in a specific aisle, where s/he works with other people and refers to the departmental chief. S/he can be fixed in one point or move to warehouse, aisle and checkouts. Usually s/he has few autonomy level, with a large use of part time and holiday turns.

Behaviors: accuracy, orientation to the clients, negotiation, communication and high attention at the clients' needs, team working.

MACRO SKILL: BE ABLE TO FIT OUT SHELVES AND PROMOTION'S AREAS

- Pricing systems (knowledge)
- Job hygiene (k)
- Shelves exposition techniques (k)
- Set out goods (practical)
- Signal damaged goods (p)
- Move goods correctly (p)
- Use cleaning products (p)
- Use labeling tools (p)
- Use safety tools in job places (p)
- Safety and health norms (k)
- Products categories (k)

MACRO SKILL: SELL PRODUCTS

- Promotional techniques (k)
- Package products (p)
- Weigh products/goods (p)
- Present and describes products (p)
- Use selling techniques (p)
- Use anti-theft techniques (p)
- Manage the complaints (p)
- Use the checkout (p)
- Service's Quality (k)
- Customer care elements (k)
- Products' range (k)
- Apply communication techniques (p)

MACRO SKILL: BE ABLE TO STORE PRODUCTS

- Storage elements (k)
- Supplies elements (k)

- Use tools to codify products (p)
- Use storage techniques (p)
- Use machines to load/unload products (p)
- Use specific software to manage the warehouse

MACRO SKILL: BE ABLE TO MANAGE SHOP

- Business' elements (knowledge)
- Marketing elements (k)
- Calculate prices and percentages (practical)
- Be able to define prices (p)
- Read and understand the sell results (p)
- Define the sell goals
- Use software to manage the shop (p)

MACRO SKILL: BE ABLE TO MANAGE WARES

- Job hygiene (k)
- Evaluate the products (p)
- Be able to preserve goods (p)
- Be able to expose wares (p)
- Be able to do packages (p)
- Be able to present products (p)
- Customer care elements (k)
- Use tools to prevent robberies

HOTEL MAID

JOB DESCRIPTION:

Aims: maintain order and cleaning in hotel rooms and common areas. S/he has to redo beds, tidies up rooms, cleans bathrooms and check the toilette accessories and replace them if it's necessary. S/he informs the person in charge for failures and any kind of problems.

Job context: s/he works in hotels. Often s/he has a seasonal and/or part-time agreements. S/he works alone or in couple, and is coordinated by a person in charge. In the most of cases s/he works in turns to guarantee the service all day long, Saturday and Sunday too.

Behaviors: accuracy, flexibility

MACRO SKILL: BE ABLE TO CLEAN AND TIDY UP ROOMS AND HOTEL SPACES

- Personal hygiene's elements (knowledge)
- Be able to change bed linens (practical)
- Be able to clean rooms (p)
- Be able to tidy up rooms (p)
- Use tools to clean rooms (p)
- Use products to clean rooms (p)
- Safety norms (k)
- Environmental hygiene's elements (k)
- Hotel furniture (k)

WAITER

- Aims: be able to serve customers in public places (bars, restaurants, hotels). Waiter welcomes people, keeps orders giving information about the menu dishes and the best wines for them. He also has to communicate with the kitchen and ensure about the timeliness and accuracy in the dish preparation. Waiters carry the dishes and drinks to the tables, respecting the right order, set and clear tables, give bills and cash money, if it's requested.
- Job context: waiter works in caterings, restaurants, lunchrooms and in the hotels. The waiter can work with different kinds of agreements (part-time, full-time, termination agreements, call agreements, etc.). In small work places, a waiter refers to the owner mostly, that organize all services, to the cook and to the other waiters. In big places waiter works with the maitre and the restaurant's director, too. The weekly hours can change, depending on the type of organization, the season, the day of the week. However it's common give and ask supply overtime work (for example holiday work and night shift).
- Qualities: good manual skill, orientation to customers, communication and listening skills, negotiation and relational skills.

Knowledge, Skills and tasks required

Task to be performed:

Set tables and rooms

Necessary knowledge and skills

- Apply standards to set tables and commensals (Skill)
- Apply rules about food hygiene and safety (Skill)
- Apply techniques to prepare and set tables (Skill)
- Standards about tables placement (Knowledge)
- Standards about restaurants' room preparation (Knowledge)

Task to be performed

To serve tables correctly

Necessary knowledge and skills

- Gastronomy's elements (Knowledge)
- Couple food and drinks (Skill)
- Serve wines and alcoholics (Skill)
- Welcome the customers (Skill)
- Set the tables (Skill)
- Serve food and drinks (Skill)
- Apply restaurant's room rules (Skill)
- Wine presentation and description (Skill)
- Use the right tools to serve food (Skill)
- Use the right tools to cut food (Skill)
- Enology elements (Knowledge)
- Cooking elements (Knowledge)
- Use informatics or manage orders (Skill)
- Manage restaurant's services (Knowledge)

Competencies

- Standing for longtime without being tired
- Being smiling and polite

GARDENER

- Aims: the gardener can create and upkeep public and home gardens. The job tasks are the ground preparation, to sow trees and flowers, and can understand schemes and designs to realize gardens, upkeep gardens, prunes and ornamental trees, knows and does engraftation, using specific tools correctly.
- Job context: The gardener could work in different places like garden centre, garden upkeep companies, gardens and flowers shops, watering shops. The gardener does Skill jobs basically. and can improve its role acquiring more and more experiences and coordinating other people in complex works. When the gardener has reached a good experience could work for him/herself, becoming a small businessman. The job is mostly outdoors.-
- Competencies: good manual skills, good resistance, good creativity, cooperation ability

Task to be performed

To create gardens and parks

Necessary knowledge and skills

- Apply weeding techniques (Skill)
- Use farm tools (Skill)
- Use protection tools (Skill)
- Use watering systems (Skill)
- Use techniques to fertilize (Skill)
- Use techniques to sow (Skill)
- Podiatry's elements (Knowledge)
- Entomology's elements (Knowledge)
- Ground's preparation (Skill)
- Transplanting techniques (Skill)
- Botany's elements (Knowledge) [*]
- Arboriculture's elements (Knowledge)
- Vegetal physiology (Knowledge)
- Then the second *macro-skill*, be able to maintain parks and gardens:
- Botany's elements (Knowledge)
- Arboriculture's elements (Knowledge)
- Vermin trees (Knowledge)
- Phytopathology's elements (Knowledge)
- Use pruning and trimming techniques (Skill)
- Use grafting techniques (Skill)

Competencies:

- Creativity
- Being able in anticipating the needs of clients