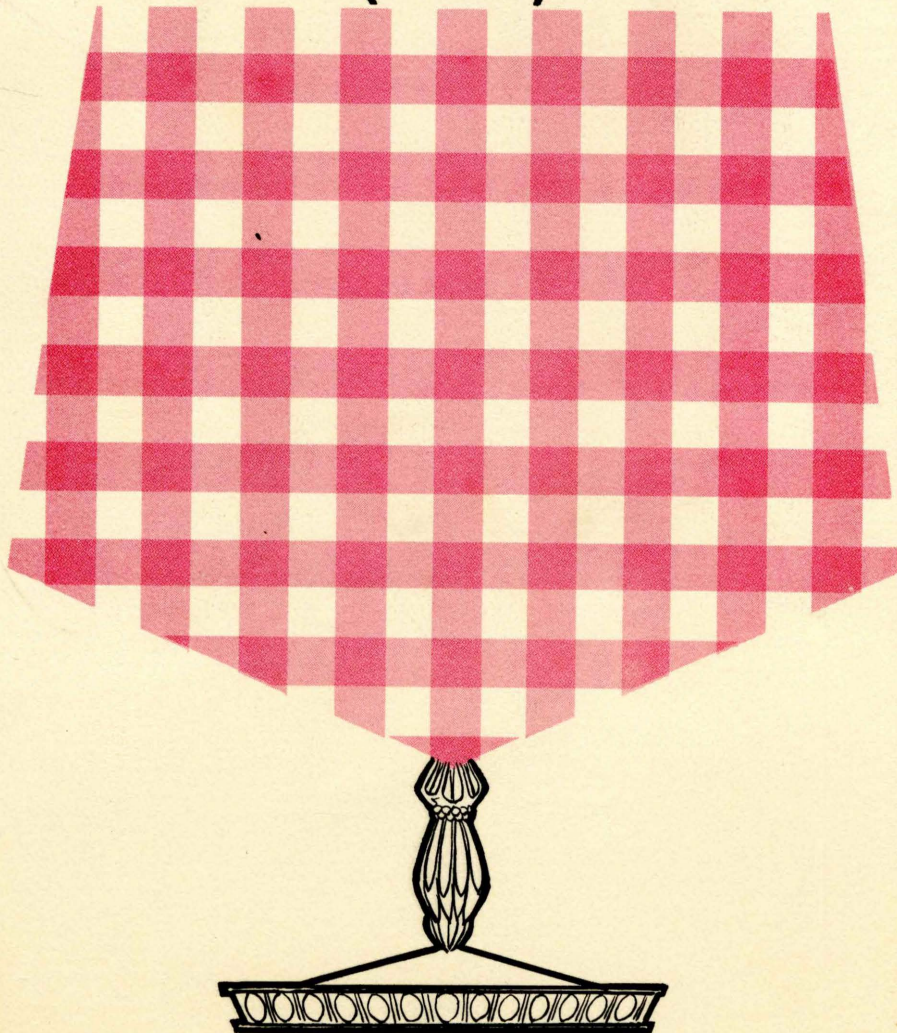


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CAREERS
IN FOOD
SERVICES

Iowa Employment Security Commission

Occupational Information Materials
Developed by
Iowa Employment Security Commission

The information contained in the descriptive narrative and the individual Job Guides was obtained primarily through job analysis efforts of occupational analysts in the Dubuque and Waterloo local offices. Their findings were then verified by analysts in the Cedar Rapids, Davenport, Des Moines, and Sioux City offices—with local variables indicated on the reverse side of the Guides.

We greatly appreciate the extremely valuable assistance supplied by the State Food Council of Iowa in preparing these materials. This organization is composed of representatives from food-service establishments, such as restaurants, hospitals, institutions, and school lunch programs—as well as educators from secondary, vocational, and college institutions who provide Food-Service training.

The Food Council reviewed all the informational materials and suggested modifications which rendered the information more accurate and realistic.

We also wish to thank various Vocational Education representatives, Employment Service staff-members, and all other individuals who provided suggestions and comments which helped immeasurably in developing these materials.

NOTE TO COUNSELORS

These Job Guides have been prepared for the sole purpose of providing general job information about the occupations represented. Since the Guides are statewide in scope, they indicate a composite job picture, and do not represent any specific job with an individual employer. Also, the wages and hours indicated for the various areas represent an average or range of variance. Individual jobs may vary considerably from this range.

One of our main objectives in preparing these materials is to provide accurate information so that job-seekers can compare the short-run and long-run advantages of alternative work fields before choosing a specific occupational goal.

Each individual Guide indicates the Worker Trait Group (from the 3rd Edition of the Dictionary of Occupational Titles) into which this occupation falls. This will help the counselor in assessing the individual's qualifications, and in relating these to the Worker Trait requirements of various jobs. Each Worker Trait Group lists related jobs with the same level of trait requirements. The Training Manual for the 3rd Edition of the DOT thoroughly explains the Worker Trait Groupings, and discusses how this concept can be used in classification and counseling.

This series of Guides represents one step of a continuing occupational information project. All the Guides will be produced on an occupational series basis—with loose-leaf Guides available for individual distribution to counselees; while the complete booklet (including a narrative discussion of the industry and its trends) is designed for use by counselors.

The Guides will be reviewed periodically and revised to insure current, accurate information.



THE FOOD SERVICE INDUSTRY

EATING OUT = BIG BUSINESS

Food Service—a sprawling giant encompassing commercial, institutional, and private eating establishments—is now one of the largest industries in the nation. Over 550,000 Food Service establishments were found in 1964, employing a total of almost 3,000,000 people, and serving over 15 billion meals per year. Expressed more dramatically, one of every six persons working in retail trade is a restaurant employee.

Food is being served daily in widely diverse settings, ranging from the small hole-in-the-wall lunch counter, to the huge dining emporium featuring expensive and exotic cuisine. Food Service occupations are found in such establishments as: restaurants; night clubs; private clubs; cafeterias; drive-in restaurants; snack bars; food-serving areas in grocery, drug, and department stores; hotel restaurants and coffee shops; hospitals; schools and colleges; industrial plants; military installations; and prisons and other government institutions.

RESTAURANTS

Most restaurants are small, independent businesses with fewer than ten paid employees. Only a small proportion of all restaurants are operated by proprietors or business firms owning more than one restaurant. However, this small group includes some very large restaurants which employ thousands of Food Service workers. Current trends seem to indicate an increase in multi-unit restaurants, while the number of small restaurants is likely to decline. A related development is the increasing number of leased in-plant cafeterias and restaurants in industrial plants, office buildings, and institutions. Many of these leased facilities are operated by nationwide Food-Service firms.

FUTURE EMPLOYMENT TRENDS

More Food Service employees will be needed as more and more restaurants are built and as most of the other establishments having food-serving facilities are expanded. The increased number of restaurants will be due to more people eating out—because of an increased number of housewives with outside employment, and more people traveling on jobs and vacations.

The Conference of Manpower & Training Needs of the Food Service Industry, meeting in Washington, D. C. on April 22, 1964, estimated a minimum need for 50,000 new Food Service workers each year. Therefore, the job potential for youthful job seekers will be practically unlimited.

WHAT ABOUT AUTOMATION?

While automation and changes in techniques and methods have already made their appearance in the Food Service industry; many more innovations are anticipated. Today, electric ovens and "radar ranges" can bake a potato in a minute-and-a-half, or broil a lobster in $3\frac{1}{2}$ minutes. Automatic dish-washers, food conveyors, and production-line methods are being used more and more in large restaurants and other quantity cooking establishments. Some in-plant food-serving establishments as well as some public restaurants make use of the coin-operated "automat" type of facility. How far and how fast this trend will go is not yet clear, but it is certain that there will be further experimentation along this line. This is a step toward conservation of labor in a typical labor-intensive industry. Another move toward increased efficiency is the recent establishment of self-service "buffet" lines, particularly in cafeterias and in motel-restaurants. It does not appear, however, that these changes will have any significant effect on total employment in the near future, since customers still appreciate the personalized attention they receive from HOSTESSES and WAITRESSES.

RATE OF TURNOVER

Turnover is relatively high in the Food Service industry—principally because of the fact that many women working in jobs such as WAITRESSES and COUNTERGIRLS are not firmly attached to the labor market, but accept positions on a temporary basis as a fill-in to augment the family income; then stop working when conditions improve. Others leave for child-bearing duties or to change occupations. Turnover is also comparatively high within the occupation, as WAITRESSES move from place to place as they seek better paying jobs.

ADVANTAGES OF WORKING IN FOOD SERVICE

1. Advancement

One of the most attractive features of a career in Food Service is the excellent opportunity for advancement. The WAITRESS or BUSBOY of today may well be the HOSTESS or Manager of tomorrow. Young people may start without any previous training or experience and receive their training on the job. However, with the present availability of training through vocational education and college courses, the ambitious youngster would do well to consider this source of preparation for future promotion to supervisory and management positions.

2. Security

Job security is another major attraction of this industry. With the exception of resort work, which is often seasonal, the business of the average restaurant or other food-serving establishment is relatively good the year round. The Food Service industry is expanding and capable employees are always in demand.

3. Mobility

Another important advantage is that good Food Service positions are available all over the United States. Even the smallest communities have luncheonettes, roadside diners, and eating facilities in schools and hospitals; so that the competent person can choose the location in which he wishes to live and work.

4. Job Satisfaction

Results of widespread worker attitude surveys indicate that self-realization is one of the most important aspects of job satisfaction. The Food Service worker enjoys varied, challenging work, with little of the endless monotony encountered in the assembly line of a manufacturing plant. Every job is different, and most positions provide an opportunity to enjoy the stimulation of working directly with people.

5. Self-Employment

The restaurant business, more than most other lines of work, offers an opportunity for those who want to go into business for themselves. The majority of eating places in this country are owner-operated.

POSSIBLE DISADVANTAGES

Almost any kind of work contains certain aspects which some individuals would find unattractive. In Food Service work, many jobs involve working longer than the normal 40-hour week. Much of the time is spent on your feet, besides lifting and carrying relatively heavy objects. The hours of work are sometimes irregular, often involving split shifts, where the worker works during mealtime rushes, and may be off for a few hours in between. Evening work is often a necessity, as are weekends and holidays. Quite often, however, this type of work schedule can be a decided advantage to workers seeking part-time or supplemental employment. Students and working wives often prefer evening and weekend hours to coincide with classes and babysitting arrangements.

Food Service workers in direct contact with the public must maintain their composure at all times, remaining courteous and pleasant in spite of pressures arising during the rush periods.

Food Service jobs involve possible work hazards, such as the chance of injury from knives, broken glass, or mechanical equipment, but the possibility of injury can be minimized if the employee exercises normal safety precautions.

SUMMARY

Any individual interested in working with food and in providing essential service to people can easily gain access to a rewarding career in the Food Service industry.

FOOD SERVICE OCCUPATIONS

Individual Job Guides Included in This Series

BAKER (Hotel & Restaurant)	313.781
BUSBOY	311.878
COOK	313.381
COUNTERMAN-COUNTERGIRL	311.878
HOSTESS	310.868
KITCHEN HELPER	318.887
KITCHEN SUPERVISOR	310.138
MANAGER, RESTAURANT OR COFFEE SHOP	187.168
PANTRYMAN-SALAD GIRL	317.884
WAITRESS	311.878

B A K E R

Worker Traits Group - PRECISION WORKING .871

i

owa job guide IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Prepares baked products such as bread, cakes, cookies, and pastries according to recipes. Measures and mixes ingredients, forms dough, and bakes in oven. May specialize in one type of product or a line of products to correspond with the specialties of the restaurant, such as biscuits, hot rolls, or pop-overs.

WORKING CONDITIONS

Although there may be some heat around cooking equipment, the BAKER normally works in comfortable surroundings. Many times he works alone before the rest of the kitchen workers report on the job. Pressure is less than that for COOKS at mealtime, but the BAKER normally must complete his work by a certain time.

ADVANTAGES AND
DISADVANTAGES

BAKERS may have the opportunity to work without direct supervision. They can express their creativity with new or different products. Most BAKERS receive at least one free meal per work day. Uniforms are normally furnished.

Many BAKERS work early in the morning or during the night.

ENTRY REQUIREMENTS

High school graduation preferred. For most BAKER positions, experience as a Helper or a Baker Trainee is required. Along with the experience in baking, employers look for a person who can work without supervision, since many BAKERS work alone.

ADVANCEMENT
OPPORTUNITIES

BAKERS may be promoted to Head Baker, or other food-production management positions.

APTITUDES, INTERESTS
and TEMPERAMENTS

Should have an interest in work activities dealing with things and objects. Willing to work to prescribed specifications. Manual and finger dexterity, coordination required.

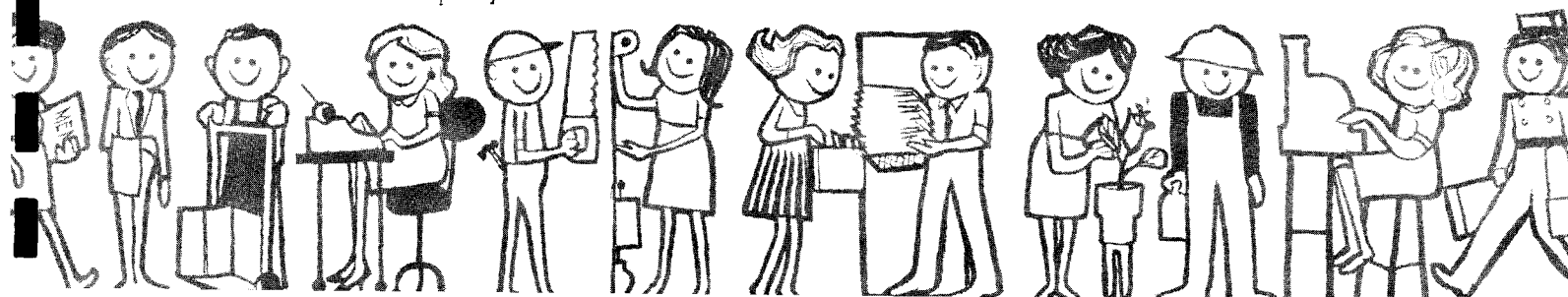
OUTLOOK

Although many restaurants buy their bakery products from a central supplier, there seems to be a trend toward presenting a restaurant's own baked products as a specialty. This trend, plus the expected increase in overall restaurant sales, should provide increased opportunities for BAKERS.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: BAKER 313.781



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$1.50 - \$2.50 per hour.
Hours of Work: Normally nights or early morning.

No. Employed: 14

Location of Jobs: Jobs located in restaurants, hotels, and small bake shops (i.e., donut shops).

Promotion: May seek higher paying jobs in other restaurants.

Fringe Benefits: May receive paid insurance and vacations. Uniforms are usually furnished.

Job Outlook Locally: Moderate demand; few positions in area.

Other Comments:

DUBUQUE

Wage Range:
Hours of Work:

No. Employed: None in restaurant work.

Location of Jobs:

Promotion:

Fringe Benefits:

Job Outlook Locally: Only possibility is with bakeries and situation is not expected to change.

Other Comments:

DAVENPORT

Wage Range: \$400 - \$450 per month.
Hours of Work: 40-48 hours per week.

No. Employed: 9 total - 2 female

Location of Jobs: Jobs available in some restaurants, hotels, and hospitals.

Promotion: Can seek higher-paying positions with other restaurants.

Fringe Benefits: Uniforms, some receive paid vacations.

Job Outlook Locally: Small demand for Baker, probably due to number employed.

Other Comments: Demand could diminish with advent of frozen pastry.

SIOUX CITY

Wage Range: \$60.00 - \$130.00 per week.
Hours of Work: 48-hour week. Early morning hours.

No. Employed: Two dozen excluding factory jobs.

Location of Jobs: Some restaurants, hotels, cafeterias. Also bakery shops operated by grocery and general merchandise stores.

Promotion: May qualify for specialized jobs in fancy pastry making, open own shop, or find advancement opportunities with mfg. of bakery products.

Fringe Benefits:

Job Outlook Locally: Few openings, but qualified Bakers can usually find employment.

Other Comments: City has three large bakery product manufacturers, but operations are largely automated.

DES MOINES

Wage Range: \$1.25 - \$2.66 per hour (latter is union scale in wholesale bakery).
Hours of Work: Any shift, most in early morning.

No. Employed: Total 200 Female 40.

Location of Jobs: Restaurants, retail bakeries, chain store bakeries, one wholesale bakery.

Promotion: Possibility of promotion to supervisory position.

Fringe Benefits: Varies greatly with establishment.

Job Outlook Locally: Demand is expected to increase moderately in restaurants and retail bakeries, to remain about the same in the one wholesale bakery.

Other Comments:

WATERLOO

Wage Range: \$1.75 - \$2.85 per hour.
Hours of Work: Normally nights or early morning hours.

No. Employed: 5

Location of Jobs: Jobs available in some restaurants, hotels, cafeterias.

Promotion: Can seek higher paying positions with other restaurants.

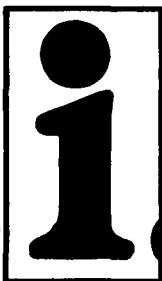
Fringe Benefits: Uniforms furnished; may receive paid vacation.

Job Outlook Locally: Slight increase in demand for Bakers.

Other Comments:

B U S B O Y

Worker Traits Group - MISC. PERSONAL SERVICE .878



Iowa job guide

IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Removes dishes, silverware, and glassware from tables, places them on a tray or in a cart, and takes them to kitchen. Cleans table and resets with clean linen, silverware, and glasses. Maintains supply of linen and table settings in dining area. Cleans floor, furniture, and equipment. May assist WAITRESSES by carrying heavy trays of food and occasionally serve extra items to patrons as requested. May fill beverage boxes and ice container and perform miscellaneous tasks. May keep condiment and napkin containers cleaned and filled.

WORKING CONDITIONS

Varies from one establishment to another; most are clean, well lighted, and pleasant. The job includes almost constant standing, walking, lifting, reaching, and carrying.

ENTRY REQUIREMENTS

Minimum age specified is 16 to 18 years depending on the employer's preference. Younger men are preferred in this occupation. Neat and clean appearance and a pleasant personality are essential since constant public contact is a part of the work. No specific educational requirements are noted, but if a person hopes to progress from BUSBOY to COOK or Restaurant Manager Trainee, a high school education would be necessary. Must be strong enough to carry heavy trays. Physical examination may be required.

ADVANTAGES AND
DISADVANTAGES

This job often serves as a stepping-stone to a satisfying career in Food Service. Workers usually receive one free meal per day and have uniforms furnished.

This work is comparatively heavy, and often involves working evenings and weekends. However, students and other individuals seeking part-time work often find this scheduling desirable.

INTERESTS AND
TEMPERAMENTS

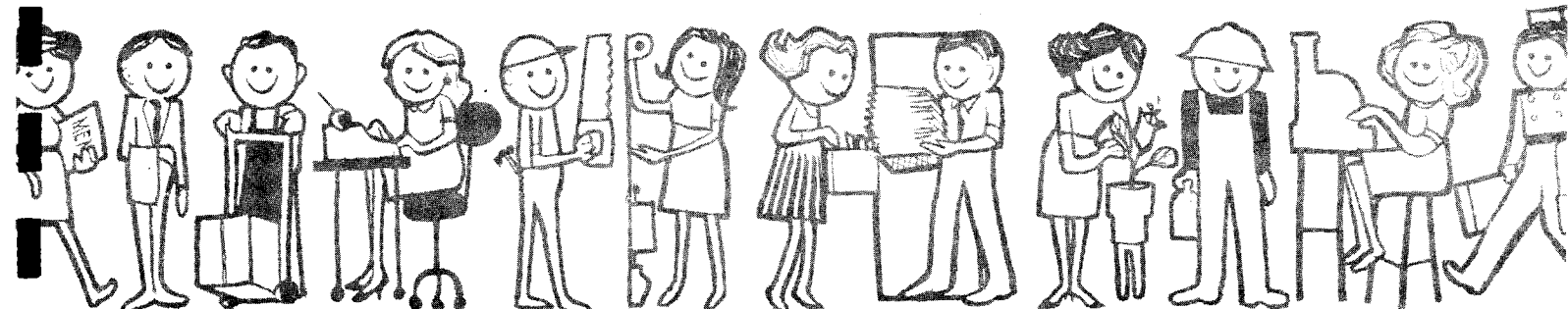
Should receive satisfaction from meeting people and providing service to them. Must be able to work under stress, especially during the normal meal hours.

ADVANCEMENT
OPPORTUNITIES

May be promoted to Head Busboy, WAITER, CASHIER, COOK, or BAKER.

HOW TO PREPARE

Usually is an entry job so no actual pre-job preparation is necessary; although any experience involving meeting and working with the public would be helpful.



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$.80 - \$1.25 per hour.
Hours of Work: Often includes evening and split shifts.
No. Employed: 50
Location of Jobs: Job found in restaurants, hotels, motels, private clubs, and cafeterias.
Promotion: May be promoted to Fry Cook, Pantryman, or Management Trainee.
Fringe Benefits: Meals and uniforms are often furnished.
Job Outlook Locally: Steady demand, due to promotions and employees leaving for better paying jobs.
Other Comments:

DUBUQUE

Wage Range: \$.75 - \$1.10 per hour.
Hours of Work: Usually includes nights, weekends, holidays.
No. Employed: 45
Location of Jobs: Restaurants, supper clubs, cafeterias, lunch counters, hotels, and motels.
Promotion: Possibly to Assistant Manager with large chain type restaurant or to Cook Trainee.
Fringe Benefits: Usually free meals or at least low cost meals.
Job Outlook Locally: Openings are frequent and the number employed is expected to increase to free Waitresses to concentrate on better service to customers.
Other Comments:
 In many cases employers hire students for part-time work.

DAVENPORT

Wage Range: \$.75 - \$1.25 per hour.
Hours of Work: 40 - 48 hours.
No. Employed: 120
Location of Jobs: Restaurants, hotels, motels, cafeterias, and clubs.
Promotion: Promoted to Cook's Helper or Waiter.
Fringe Benefits: Uniforms and meals. Some have group insurance available to them.
Job Outlook Locally: Good demand for Busboys and the demand is expected to continue.
Other Comments:

SIOUX CITY

Wage Range: \$.65 - \$1.10 per hour.
Hours of Work: Ordinarily 48 hour week with split shifts.
No. Employed: 80 to 100
Location of Jobs: Employed by most food service establishments except where food is served at a counter or at a drive-in.
Promotion: Job is frequently filled by students, but it can be an entry job to a food service career.
Fringe Benefits: Uniforms are provided in some cases. One or two meals are furnished free or at low cost.
Job Outlook Locally: Frequent openings. Previous experience or training not necessary.
Other Comments:

DES MOINES

Wage Range: \$.90 - \$1.15 per hour.
Hours of Work: Usually 48 hours per week.
No. Employed: Total 150 Female 30
Location of Jobs: Restaurants, cafeterias.
Promotion: Relatively little, though may have possibility of promotion to Waiter.
Fringe Benefits: Usually uniforms, laundry, and meals during working shift only.
Job Outlook Locally: Reasonably good.

WATERLOO

Wage Range: \$.90 - \$1.25 per hour.
Hours of Work: Any shift—including split shifts.
No. Employed: 44
Location of Jobs: Job found in cafeterias, supper clubs, and restaurants.
Promotion: Promoted to trainee positions in kitchen or to Assistant Dining Room Managers.
Fringe Benefits: Uniforms furnished and free meals.
Job Outlook Locally: Employers expect increased needs for Busboys.
Other Comments:

Other Comments: If more workers with the desired qualifications were available (at the relatively low wages offered) more would probably be hired.



C O O K

Worker Traits Group - COOKING AND RELATED WORK .381

Iowa job guide IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Prepares meat, fish, fowl, vegetables, soups, and desserts by paring, washing, trimming, cutting, seasoning, and cooking as required. Follows recipes, mixing ingredients and adding condiments on basis of personal judgment or as directed by CHEF or other supervisor. Plans cooking schedule to have food ready to serve when needed. May specialize in cooking certain types of food such as pizzas, foreign foods, and short orders. Job duties may be combined with those of CHEF and may include supervision of other COOKS and KITCHEN WORKERS.

WORKING CONDITIONS -
PHYSICAL REQUIREMENTS

Lighting, ventilation, and cooking equipment differ greatly between employing establishments. Stands and walks short distances most of working day. Should have keen sense of taste and smell. Must work rapidly at meal times.

ENTRY REQUIREMENTS

Previous cooking experience or vocational training in cooking is preferred, although on-the-job cook's training is often given to other kitchen workers. High school graduation often required. Cleanliness, neatness, and the ability to work cooperatively are essential.

APTITUDES, INTERESTS,
AND TEMPERAMENTS

Numerical ability—to compute quantities of food needed and correctly follow recipes. General learning ability—to learn the theory and techniques of food preparation.

Ability to adjust to work situations involving frequent change in tasks performed. Willingness to work to set standards.

ADVANTAGES AND
DISADVANTAGES

Usually, fringe benefits include one free meal per day and uniforms. Another major advantage is the possibility of starting your own business.

COOKS often work evenings, weekends, and split-shifts, but such arrangements may actually be desirable for part-time workers.

ADVANCEMENT
OPPORTUNITIES

May be promoted to Head Cook, CHEF, or KITCHEN SUPERVISOR.

HOW TO PREPARE

Vocational training courses valuable. All types of Food Service job experience very helpful.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: COOK 313.381



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$75.00 - \$150.00 per week.
Hours of Work: Any hours, including split shifts.

No. Employed: 375

Location of Jobs: Jobs found in restaurants, cafeterias, hotels, motels, and other places that serve food.

Promotion: May be promoted to Chefs, then to Managers. Both may go into business for themselves.

Fringe Benefits: May have meals and uniforms furnished. May have profit sharing plans.

Job Outlook Locally: Normally good demand for jobs paying under \$100.00 per week.

Other Comments:

DUBUQUE

Wage Range: Dinner Cook or Chef, \$90 - \$150 per week.
 Fry or Short Order Cook, \$1.00-\$1.90 hr.
Hours of Work: Could be on any shift.

No. Employed: 270, including 40 Chefs.

Location of Jobs: Restaurants, supper clubs, hotels and motels, cafeterias, drive-ins, hospitals, etc.

Promotion: Possibly to higher paying job with another firm or go into business for himself.

Fringe Benefits: Low cost or free meal, furnished uniforms, and usually paid vacations.

Job Outlook Locally: Constant demand for Cooks and Chefs. Demand could become even stronger.

Other Comments:

DAVENPORT

Wage Range: \$1.25 - \$2.00 per hour.
Hours of Work: 40-48 hours per week.

No. Employed: 283 total - 90 female.

Location of Jobs: Hotels, motels, restaurants, drive-ins, hospitals, schools.

Promotion: Cook can be promoted to Chef or Manager.

Fringe Benefits: Uniforms, one meal per day. Paid vacations. Some have group insurance available.

Job Outlook Locally: Definite shortage of qualified applicants, and shortage is expected to continue.

Other Comments:

SIOUX CITY

Wage Range: \$40.00 - \$115.00 per week.
Hours of Work: Any shift, including early morning, night.

No. Employed: About 300 including 200 female.

Location of Jobs: Restaurants, cafeterias, and other eating places. Also schools, hospitals, nursing homes, etc.

Promotion: Advance to Head Cook, Chef, or Manager. Or change to better paying job at another establishment.

Fringe Benefits: ment. May also start own business. Institutions and larger restaurants

Job Outlook Locally: usually allow paid vacations, limited sick leave, uniforms, laundry service, etc. Only a few opportunities for inexperienced workers.

Other Comments: Demand somewhat seasonal. Good demand for qualified Cooks.

DES MOINES

Wage Range: \$75.00 - \$150.00 per week.
Hours of Work: May work any shift.

No. Employed: Total 1,050 Female 380

Location of Jobs: Restaurants, cafeterias, drive-ins, hospitals, hotels, etc.

Promotion: To Chef, if in large establishment, to Manager, or becomes Owner-Manager.

Fringe Benefits: Meals during working shift. Most places provide uniforms, some laundry service. Hotels require Cooks to provide own uniforms. A few estab-*

Job Outlook Locally: Demand expected to increase somewhat faster than population.

Other Comments:

*lishments have profit-sharing plans. Most have some type of vacation plan. Small restaurants usually have no fringe benefits.

WATERLOO

Wage Range: \$80.00 - \$165.00 per week.
Hours of Work: Any shift including split shift.

No. Employed: 310

Location of Jobs: Job available in restaurants, cafes, cafeterias, hotels, drive-ins, and lunch counters.

Promotion: Cooks can be promoted to Chefs. Chefs can be promoted to Managers, and both have the opportunity of going into business for themselves.

Fringe Benefits: At least one free meal per day and uniforms are usually furnished. Some receive paid vacations.

Job Outlook Locally: Demand for Cooks and Chefs is expected to increase.

Other Comments:



C O U N T E R M A N — C O U N T E R G I R L

Worker Traits Group - MISC. PERSONAL SERVICE .878

Iowa job guide IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Works in cafeteria, lunchroom, or drive-in restaurant offering a limited menu and fast service. In a commercial or institution cafeteria, serves food from steam table or counter to patrons. Prepares food by performing such duties as slicing meats, cheese, bread and butter. May prepare salads and sandwiches. May also make and serve coffee, tea, and hot chocolate. May replenish food at serving stations. Cleans steam table and cafeteria counter. Should have knowledge of all foods being served and contents of fancy dishes.

In a lunchroom or drive-in, takes orders from customers, relays to COOK or prepares and serves food himself. Collects money or writes a food check for patron to present to CASHIER. May perform various tasks in preparation of food, such as cutting pies and cakes and preparing toast, waffles, eggs, hamburgers, and beverages.

WORKING CONDITIONS

Varies greatly from one establishment to another but most are clean, well lighted, and pleasant. Almost constant standing and walking are a necessary part of this job.

ENTRY REQUIREMENTS

Minimum age of 16 is required by most employers and 18 by others. Must be clean, neat, and pleasant. Ability to figure and count is essential, especially where the COUNTERMAN also acts as CASHIER. Most employers prefer high school graduates. Approximately 70% of employees are female. Physical examination and a health certificate may be required.

INTERESTS AND TEMPERAMENTS

Should enjoy working with people and serving their needs. Must be able to work under stress during rush periods and remain courteous at all times, even under the most trying circumstances.

ADVANCEMENT OPPORTUNITIES

May be promoted to Head Counterman-Countergirl, COOK, BAKER, or CASHIER.

HOW TO PREPARE

Any extra-curricular activities by which a person would learn to work with others would prove helpful. Because of speedy addition needed in some establishments, person should be good in arithmetic. Special courses are often available in vocational schools and colleges. Many employers hire inexperienced workers and provide them with on-the-job training.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: COUNTERMAN-COUNTERGIRL 311.878



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$1.10 - \$2.00 per hour.
Hours of Work: May include split shifts and evening hours.
No. Employed: 205
Location of Jobs: Jobs located in cafeterias, hotels, hospitals, factories, and some restaurants.
Promotion: May be promoted to Food Service Manager.
Fringe Benefits: Usually uniforms and some meals are furnished.
Job Outlook Locally: There is steady demand, due to expansion and turnover.
Other Comments:

DUBUQUE

Wage Range: \$1.00 - \$1.30 per hour.
Hours of Work: Usually 40 hours, including nights and weekends.
No. Employed: 110
Location of Jobs: Cafeterias, factories, drive-ins, and lunch counters.
Promotion: To Assistant Manager or to Counter Manager with experience.
Fringe Benefits: Free or low cost meals. Most employers also grant paid vacations.
Job Outlook Locally: Openings occur frequently and the number employed is expected to increase, especially at drive-in restaurants.
Other Comments: Approximately half of the workers in this occupation in the Dubuque area are men.

DAVENPORT

Wage Range: \$.75 - \$1.25 per hour.
Hours of Work: 40 - 48 hours per week.
No. Employed: 171 - 126 Female
Location of Jobs: Restaurants, hotels, motels, hospitals, taverns, drive-ins.
Promotion: Promoted to Waiter or Fry Cook.
Fringe Benefits: Meals, uniforms, some have insurance available to them.
Job Outlook Locally: Good demand for Countermen and demand is expected to continue.
Other Comments:

SIOUX CITY

Wage Range: \$.75 - \$1.50 per hour.
Hours of Work: Day and night shifts. 20 - 48 hour week.
No. Employed: About 250 (including 180 female)
Location of Jobs: Area has one cafeteria, about 20 drive-ins, numerous small lunchrooms, cafes, and snack bars in stores, office buildings, etc.
Promotion: Generally very limited. May advance to Cook or establish own business.
Fringe Benefits: Usually paid on hourly basis without allowance for holidays, vacations, or sick leave.
Job Outlook Locally: High turnover assures frequent job openings. Little prospect of expansion in near future. Many part-time jobs especially in summer months.
Other Comments: This job is frequently confused with Waitress or Cook, Short Order.

DES MOINES

Wage Range: \$1.00 - \$1.35 per hour.
Hours of Work: Usually 48 hours per week. May be required to work evening or split shifts.
No. Employed: Total 350 Female 260
Location of Jobs: Counterman or Countergirl works in smaller restaurants and lunchrooms. Cafeterias Counterman, or Steam Table Attendant, works in cafeterias.
Promotion: Possibility of promotion to Manager. Chances of this are best in drive-ins.
Fringe Benefits: Usually uniforms, laundry, and meals during working shift only.
Job Outlook Locally: Good; probably more expansion to be expected than in most food service occupations because of increase in number of drive-ins.
Other Comments: The recent sharp increase in the number of drive-in restaurants of the type of the McDonald chain has increased demand for Countermen. This trend is expected to continue.

WATERLOO

Wage Range: \$1.00 - \$1.35 per hour.
Hours of Work: Any shift including split shift.
No. Employed: 158
Location of Jobs: Cafeterias, lunchrooms, and drive-in restaurants.
Promotion: May be promoted to trainee positions in cooking or to minor supervision positions.
Fringe Benefits: Uniforms furnished - receives free meals.
Job Outlook Locally: Increased demand expected.
Other Comments:



H O S T E S S

Worker Traits Group - ACCOMMODATING WORK .868

Iowa job guide IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Greets customers as they enter the establishment and escorts them to table or advises when a table will be ready. Takes menus to table, summons WAITRESS to take their food and drink order, and otherwise insures courteous, rapid service.

Supervises activities of WAITRESSES and BUSBOYS. Checks employees for cleanliness before shift begins. May perform some cashier duties. May maintain supplies and equipment, such as milk, condiments, table linens, dishes, and other items not prepared in kitchen. May interview, hire, and discharge employees.

WORKING CONDITIONS

Usually clean and spacious surroundings. Much standing and walking is involved.

ENTRY REQUIREMENTS

Must be neat and well groomed because HOSTESS is usually the first employee the customer sees and first impressions are important. Employers prefer high school graduates. The minimum age in most cases is 21.

INTERESTS AND TEMPERAMENTS

Should enjoy meeting and working with people. Must be able to work under stress, especially during rush periods when tables are not immediately available and service might be a little slower than normal. Must be especially composed and friendly when dealing with dissatisfied customers. Should enjoy supervising the work of others and should receive satisfaction from a smooth-running operation.

ADVANCEMENT OPPORTUNITIES

May qualify for similar positions in larger restaurants and hotels, or may be promoted to Restaurant Assistant Manager or Restaurant Manager.

HOW TO PREPARE

On-the-job work experience as a WAITRESS is almost essential. Vocational training courses or distributive education courses which include actual work experience would also be valuable. Any public contact work experience would also be good because a HOSTESS works constantly with the customer.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: HOSTESS 310.868



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$200 - \$350 per month.
Hours of Work: Often include evening and split shift.
No. Employed: 40
Location of Jobs: Jobs found in hotels, restaurants, supper clubs, and private clubs.
Promotion: May be promoted to Manager.
Fringe Benefits: Meals are often furnished. May have paid insurance and vacations.
Job Outlook Locally: Not much demand, due to the small number of Hostesses employed.
Other Comments:

DUBUQUE

Wage Range: \$1.00 - \$1.75 per hour.
Hours of Work: Primarily evening and weekend hours.
No. Employed: 25
Location of Jobs: Restaurants, cafeterias, and supper clubs.
Promotion: Possibly to higher paying position with another firm.
Fringe Benefits: Free or low cost meals, most employers give paid vacations.
Job Outlook Locally: Number of openings is small and is not expected to increase to any great degree.
Other Comments: in foreseeable future.

DAVENPORT

Wage Range: \$250 - \$400 per month.
Hours of Work: 40 - 48 per week.
No. Employed: 35, all women.
Location of Jobs: Restaurants, motels, hotels.
Promotion:
Fringe Benefits: Meals, insurance is available to some.
Job Outlook Locally:
 Good demand for qualified Hostesses.
Other Comments:

SIoux CITY

Wage Range: \$1.00 - \$2.00 per hour.
Hours of Work: 40 - 44 hour week, usually 11 a.m. to 8 p.m.
No. Employed: 30 or more.
Location of Jobs: Employed full time only by larger eating places. Also, some part-time jobs.
Promotion: Opportunities very limited. Usually not a supervisory position.
Fringe Benefits: Often hired on an hourly basis with no other benefits. Some employers allow for paid vacations & sick leave.
Job Outlook Locally: Very few openings are received annually at ISIS office.
Other Comments: but job is frequently filled by promoting qualified Waitresses.

DES MOINES

Wage Range: \$60.00 - \$75.00 per week.
Hours of Work: Usually 48 hours per week.
No. Employed: Total 45 Female 45
Location of Jobs: Job is found only in the larger and better-class restaurants and cafeterias.
Promotion: Limited - possibly to Assistant Manager.
Fringe Benefits: Uniforms, laundry, and meals. Some have paid vacations, a few places other benefits.
Job Outlook Locally: Job opportunities expected to increase due to increased size of restaurants; but since total number employed in this occupation is small, opportunities for persons wishing to enter this occupation are limited.
Other Comments:

WATERLOO

Wage Range: \$1.25 - \$2.00 per hour.
Hours of Work: May work any hours from 6 a.m. to 12 p.m.
No. Employed: 20
Location of Jobs: Jobs found in larger restaurants, supper clubs, and cafeterias.
Promotion: May be promoted to Dining Room Manager.
Fringe Benefits: May receive free meals and paid vacations.
Job Outlook Locally: The demand for Hostesses is expected to increase.
Other Comments:



KITCHEN HELPER

Worker Traits Group - HANDLING .887

Iowa job guide

IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Assists COOKS by performing the more routine tasks in the kitchen to maintain work areas, equipment, and utensils in clean and orderly condition. May wash dishes, silver, and glassware by hand or by using dishwashing machine. May wash pots and pans by hand and perform miscellaneous kitchen tasks. Duties may vary greatly according to the size and type of establishment. May prepare salads and vegetables or otherwise assist in routine cooking tasks.

WORKING CONDITIONS

Although working conditions vary between establishments, most are adequately lighted and well ventilated. Some exposure to cuts and burns, but normal caution would minimize the chance of injury. Must be on feet most of working day.

ENTRY REQUIREMENTS

Normally, no specific educational requirements exist for KITCHEN HELPER. In restaurants where KITCHEN HELPERS are trained to be COOKS, a high school education may be required. Must be able to work closely with others. Since this worker is normally required to lift pots and pans and carry trays of dishes, he should have at least average strength and endurance.

ADVANTAGES AND
DISADVANTAGES

The possibility of being promoted to a COOK'S position is probably the most important advantage. Other advantages include free meals, uniforms furnished, vacations, and other fringe benefits.

Normally, the wage for KITCHEN HELPER is lowest among food service workers. Some workers may be required to work a split shift.

OPPORTUNITIES FOR
ADVANCEMENT

May be promoted to COOK, BAKER, or PANTRYMAN.

HOW TO PREPARE

Since this is an entry job in most establishments, no advance preparation is necessary. This job can be the stepping stone to on-the-job training and a satisfying career in Food Service.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: KITCHEN HELPER 318.887



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$.70 - \$1.20 per hour.
Hours of Work: 6 day weeks and split shifts are common.
No. Employed: 265
Location of Jobs: Jobs found in restaurants, hotels, motels, and hospitals.
Promotion: Often to Salad Girl, Short Order Cook, or Countergirl.
Fringe Benefits: Meals and uniforms are usually furnished.
Job Outlook Locally: Strong demand, due to expansion and turnover.
Other Comments:

DUBUQUE

Wage Range: \$.90 - \$1.25 per hour.
Hours of Work: Any shift including split shift.
No. Employed: 200
Location of Jobs: Restaurants, supper clubs, cafeterias, hospitals, hotels, and motels.
Promotion: Possibly to Cook.
Fringe Benefits: Free or low cost meal while on duty, furnished uniforms, and usually paid vacation.
Job Outlook Locally: Number of openings are quite plentiful and demand is expected to remain high.
Other Comments:

DAVENPORT

Wage Range: \$1.00 - \$1.50 per hour.
Hours of Work: 40 - 48 hours per week.
No. Employed: 165 total - 80 female.
Location of Jobs: Hotels, motels, restaurants, hospitals, schools, drive-ins, etc.
Promotion: Can be promoted to Salad Girl or Cook.
Fringe Benefits: Uniforms and one meal per day.
Job Outlook Locally: Good demand for Kitchen Helpers and demand is expected to continue.
Other Comments:

SIOUX CITY

Wage Range: Start at \$.65 per hour up to \$55 per week.
Hours of Work: 40 - 48 hours per week.
No. Employed: At least 120, mostly female.
Location of Jobs: Found primarily in larger public eating places and institutions.
Promotion: Provides opportunity to gain sufficient experience to become Counterman, Assistant or Short Order Cook.
Fringe Benefits: Work is more steady than in small establishments. Paid vacations, sick leave, and
Job Outlook Locally: even insurance may be expected. ISES office receives over 60 openings per year primarily for replacement help.
Other Comments: May be combined with tasks normally assigned to Waitress or Counterman.

DES MOINES

Wage Range: \$1.00 - \$1.15 per hour.
Hours of Work: May work night or split shift.
No. Employed: 250 total - 185 female.
Location of Jobs: Restaurants, cafeterias, and corresponding facilities in hotels and hospitals.
Promotion: Possibility of promotion to Cook.
Fringe Benefits: Meals during working shift. Very few places provide uniforms or laundry.
Job Outlook Locally: Demand is expected to norease moderately.
Other Comments:

WATERLOO

Wage Range: \$.90 - \$1.50 per hour.
Hours of Work: Any shift including evenings or possibly a split shift.
No. Employed: 205
Location of Jobs: Restaurants, hotels, hospitals, etc.
Promotion: Usually promoted to Salad Girl or Fry Cook.
Fringe Benefits: The Kitchen Helper receives at least one free meal a day; uniforms are usually furnished.
Job Outlook Locally: Because of turnover and expansion, there is usually a good demand for Kitchen Helpers, and it is
Other Comments: expected to remain strong.



KITCHEN SUPERVISOR

Worker Traits Group - SUPERVISORY, SERVICE .138

Iowa job guide

IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Supervises and coordinates activities of such employees as kitchen, pantry, and storage workers. Plans menus, purchases or requisitions food stuffs and kitchen supplies. Determines size of servings and sets prices for food items. May hire, train, and discharge workers.

WORKING CONDITIONS

Works in an area of the kitchen or in an office near the kitchen. Some danger from working around grills and other kitchen equipment, but normal caution would minimize the possibility of injury.

ENTRY REQUIREMENTS

Experience as COOK is normally required. Many employers request additional training in food planning and preparation. The abilities to supervise and to organize are necessities for success in this line of work.

APTITUDES, INTERESTS
AND TEMPERAMENTS

Numerical ability required—to compute quantities and costs in ordering supplies. General learning ability—needs to learn the theory and techniques of food preparation. Ability to communicate effectively with superiors and subordinates.

ADVANTAGES AND
DISADVANTAGES

A KITCHEN SUPERVISOR normally works without close supervision. His hours usually can be flexible, and he receives a degree of respect and social acceptance afforded management.

The responsibilities of management can at times create pressure and require extra hours of work.

ADVANCEMENT
OPPORTUNITIES

May be promoted to Assistant Manager or MANAGER, RESTAURANT OR COFFEE SHOP.

HOW TO PREPARE

Any previous Food Service experience, such as drive-in work, or various cooking positions would be helpful. Vocational training courses in Food Service occupations would be particularly valuable.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: KITCHEN SUPERVISOR 310.138



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$475 - \$575 per month.
Hours of Work: Hours vary and may include evenings.

No. Employed: 10
Location of Jobs: Jobs found in the larger restaurants, hotels, and motels.

Promotion: May be promoted to Restaurant Manager.

Fringe Benefits: May receive paid insurance and vacations, and may have profit-sharing plans.

Job Outlook Locally: Little demand, due to lack of positions in area.

Other Comments:

DUBUQUE

Wage Range: \$125 - \$175 per week.
Hours of Work: May include evenings and weekends.

No. Employed: 5
Location of Jobs: Motels and chain-owned restaurants and institutions.

Promotion: Possibly to self-employment.

Fringe Benefits: Normally the full range of fringe benefits, including profit-sharing plan.

Job Outlook Locally: Number is small and is not expected to increase in foreseeable future.

Other Comments:

DAVENPORT

Wage Range: \$550 - \$600 per month.
Hours of Work: 40 hours.

No. Employed: 15 total - 5 female.
Location of Jobs: Large restaurants, hotels, hospitals, schools.

Promotion: Promoted to Restaurant Manager.

Fringe Benefits: Paid vacations.

Job Outlook Locally: Shortage of qualified applicants and shortage expected to continue.

Other Comments:

SIOUX CITY

Wage Range: \$80 - \$150 per week.
Hours of Work: Irregular.

No. Employed: About 20.
Location of Jobs: A few large restaurants, motels, schools, the cafeteria, and some hospitals.

Promotion: To Restaurant Manager.

Fringe Benefits: Paid vacations, sick leave, and insurance. May receive bonus.

Job Outlook Locally: Occasional job opening.

Other Comments: This occupation is not common in Sioux City. Work is usually performed by Chef, Head Cook, Manager, or Dietitian.

DES MOINES

Wage Range: Open - up to at least \$800 per month.
Hours of Work: As required by job.

No. Employed: 10
Location of Jobs: Only largest establishments hire Kitchen Supervisor as such. In all others, Manager or Chef performs these duties.

Promotion: To Restaurant Manager, or becomes owner-manager of own establishment.

Fringe Benefits: Various. May participate in profit-sharing plan.

Job Outlook Locally: Limited number of positions at present but number expected to rise as size of establishments becomes greater.

Other Comments:

WATERLOO

Wage Range: \$115 - \$185 per week.
Hours of Work: Flexible.

No. Employed: 4
Location of Jobs: Large restaurants, hotels, chain-owned restaurants, and hospitals.

Promotion: Promoted to Restaurant Manager.

Fringe Benefits: Paid vacations. May receive profit-sharing bonus.

Job Outlook Locally: Only a few positions, but shortage of qualified applicants - shortage to continue.

Other Comments:



MANAGER, RESTAURANT OR COFFEE SHOP

Worker Traits Group - MANAGERIAL .168

Iowa job guide

IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Coordinates and supervises the work of COOKS, CHEFS, KITCHEN HELPERS, WAITRESSES, and other employees to insure that food is properly prepared and served. Directs such activities as hiring and training personnel, purchasing food and kitchen equipment, taking inventory, making sure that health and sanitation regulations are observed, and approving menus. May work at cash register to receive customers' payments or merely circulate through the dining area to promote good public relations.

WORKING CONDITIONS

Usually attractive, clean, well lighted and ventilated. Must be willing to work long hours under the pressures of a management position.

ENTRY REQUIREMENTS

A good education is a definite asset. High school graduation is essential, and college training would be extremely helpful. Poise, self-confidence, good grooming, and the ability to get along with people are necessary personal characteristics.

INTERESTS AND TEMPERAMENTS

Should enjoy working with people in a serving capacity. Must be willing to accept management responsibilities. Should look forward to directing, controlling, and planning the operation of the restaurant. Should possess knowledge and appreciation of quality food.

ADVANCEMENT OPPORTUNITIES

This is normally the highest position in a food service establishment. Opportunities would exist for management positions with larger firms or for going into business on your own.

HOW TO PREPARE

Entrance to management can be gained through on-the-job experience, through management-trainee programs, or through training programs in vocational schools and universities.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: MANAGER, RESTAURANT OR COFFEE SHOP 187.168



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$400 - \$550+ per month.
Hours of Work: 48 - 65 hours per week.

No. Employed: 18

Location of Jobs: Jobs found in large restaurants, hotels, and motels.

Promotion: May seek to manage larger restaurants. May be promoted to motel or hotel Manager.

Fringe Benefits: May receive paid insurance and vacations and may have profit sharing plans.

Job Outlook Locally: Little demand due to lack of positions in area. However, there is a shortage of qualified applicants.

Other Comments:

DUBUQUE

Wage Range: \$75 - \$150 per week.
Hours of Work: Usually 44 - 48 hours a week including nights and weekends.

No. Employed: 15

Location of Jobs: Large restaurants, hotels, institutions, and 1 chain restaurant.

Promotion: Possibly to executive position with large restaurant chain or become self-employed.

Fringe Benefits: Free or low cost meals, paid vacations and quite often profit sharing agreements.

Job Outlook Locally: Openings are infrequent and the number is not expected to increase to any great degree.

Other Comments:
The great percentage of eating establishments are locally owned and operated.

DAVENPORT

Wage Range: \$400 - \$600 per month.
Hours of Work: 48+ hours per week.

No. Employed: 26, all men.

Location of Jobs: Restaurants, cafeterias, hotels.

Promotion:

Fringe Benefits: Meals, paid vacations, insurance, entertainment account.

Job Outlook Locally: Small demand but the demand is expected to continue.

Other Comments:

SIoux CITY

Wage Range: Up to \$1000 per month.
Hours of Work: Irregular. Usually requires over 50 hours per week.

No. Employed: 70 or 80 including 20 female.

Location of Jobs: Occupation found in many Food Service establishments, large and small.

Promotion: Successful experience leads to better paying job opportunities with larger establishments.

Fringe Benefits: Possible profit-sharing arrangement, paid vacations, insurance & retirement benefits

Job Outlook Locally: Good Managers are in demand. Some jobs are based on personal investment.

Other Comments:

DES MOINES

Wage Range: Very wide range, from \$60 per week up, mostly in form of commission.
Hours of Work: On call.

No. Employed: Total 260 Female 60

Location of Jobs: Restaurants, cafeterias, etc.

Promotion: Frequent opportunities for promotion to better paying managerial positions in larger restaurants.

Fringe Benefits: Relatively few, since in general commission percentage is set to include total remuneration. Meals, of course.

Job Outlook Locally: Very good, expected expansion plus turnover will provide many jobs in future.

Other Comments:

WATERLOO

Wage Range: \$125 - \$800 per month.
Hours of Work: Varied hours.

No. Employed: 15

Location of Jobs: Larger restaurants, hotels, and cafeterias.

Promotion: May qualify for higher paying management positions in other restaurants.

Fringe Benefits: Receive paid vacations and may share in profits.

Job Outlook Locally: Although only a few employers hire Restaurant Managers, increased demand

Other Comments: is expected.



PANTRYMAN — SALAD GIRL

Worker Traits Group - MANIPULATING .884

Iowa job guide

IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Prepares salads, appetizers, sandwich fillings, and other cold dishes. Washes, cuts, and mixes vegetables, fruits, and other ingredients. Carves and slices meats and cheese. Prepares these foods before mealtime, but may also make up special orders during the meal. May make sandwiches, cut pies, and prepare beverages - including coffee and tea.

WORKING CONDITIONS

Most working areas are adequately lighted and ventilated. There may be some discomfort because of the heat from ovens and grills. Since most of the salads and other cold foods are prepared before mealtime, there is less pressure during the rush period than in many other Food Service occupations.

ENTRY REQUIREMENTS

The ability to work with others is usually required because in any restaurant occupation teamwork is important. Education required will differ, depending on promotional plans. Personal cleanliness is a must.

ADVANTAGES AND
DISADVANTAGES

Normally, all employees who prepare food receive at least one meal a day, and are usually furnished uniforms. The possibility of being promoted to COOK makes this a very good step to a career in food preparation work.

The hours may not be as attractive as in other fields of work because the worker may be required to work evenings or possibly a split shift. However, this scheduling may be ideal for a student or part-time worker.

ADVANCEMENT
OPPORTUNITIES

May be promoted to COOK, BAKER, or Head Pantryman-Salad Girl.

HOW TO PREPARE

Normally, no advance preparation is necessary. This job provides on-the-job training for many other Food Service occupations.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: PANTRYMAN-SALAD GIRL 317.884



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$1.00 - \$1.50 per hour.
Hours of Work: May include evenings or split shift.

No. Employed: 40
Location of Jobs: Jobs found in hotels, restaurants, hospitals, and cafeterias.

Promotion: May be promoted to Fry Cook or Fountain Girl.

Fringe Benefits: Meals and uniforms are often furnished.

Job Outlook Locally: Steady demand, due to promotions and turnover.

Other Comments:

DUBUQUE

Wage Range: \$1.00 - \$1.35 per hour.
Hours of Work: May include evening or split shift.

No. Employed: 50
Location of Jobs: Restaurants, supper clubs, hotels and motels, and hospitals.

Promotion: Possibly to Cook.

Fringe Benefits: One meal per day, uniforms usually furnished and some firms include paid vacations.
Job Outlook Locally: Number of openings if fairly high due to turnover and this is expected to

Other Comments: continue.

DAVENPORT

Wage Range: \$1.25 - \$1.50 per hour.
Hours of Work: 40 - 48 hours per week.

No. Employed: 37 total - 25 female.
Location of Jobs: Restaurants, hotels, motels, hospitals.

Promotion: May be promoted to Cook.

Fringe Benefits: Uniforms and one meal per day. Some have group insurance available to them.

Job Outlook Locally: Good demand for Salad Girl, and demand is expected to continue.

Other Comments:

SIOUX CITY

Wage Range: \$.85 - \$1.25 per hour start.
Hours of Work: 40 - 48 hours per week.

No. Employed: Not more than 20 or 30.
Location of Jobs: Only about a dozen of the larger restaurants, cafeterias, country clubs, and hospitals employ persons in this occupation.

Promotion: Advancement in position and wages very limited.

Fringe Benefits: Usually paid on hourly basis with little provision for paid vacations, sick leave, etc.

Job Outlook Locally: Current limited demand expected to continue over next few years.

Other Comments:

DES MOINES

Wage Range: \$1.00 - \$1.25 per hour.
Hours of Work: May work night or split shifts.

No. Employed: 150 total - 135 female.
Location of Jobs: Restaurants, hotels, motels, cafeterias, and food service establishments in hospitals, etc.

Promotion: In a minority of cases, may learn Cook's job.

Fringe Benefits: Meals during working shift. Sometimes uniforms and laundry, but not usually.

Job Outlook Locally: Demand is expected to increase moderately.

Other Comments:

WATERLOO

Wage Range: \$1.10 - \$1.50 per hour.
Hours of Work: May include evening or split shift.

No. Employed: 31
Location of Jobs: Restaurants, hotels, hospitals, lunch counters, drive-ins, etc.

Promotion: Many employers promote to Fry Cook.

Fringe Benefits: One meal a day and uniforms furnished.

Job Outlook Locally: Good demand for Salad Girls (or Pantrymen) and demand is expected to continue.

Other Comments:



W A I T R E S S

Worker Traits Group - MISC. PERSONAL SERVICE .878

Iowa job guide IOWA STATE EMPLOYMENT SERVICE

NATURE OF WORK

Serves food and beverages to customers at counters or tables of coffee shops, lunchrooms, restaurants, or other eating establishments. Presents menus, answers questions and makes suggestions regarding food choices, and writes customer's order on ticket. Relays order to kitchen. Obtains completed order from kitchen or service area and serves to customer. Observes customer during meal to fulfill additional requests and to determine when meal is ended. Itemizes ticket and presents to customer. May collect payment from customer and make change. May clear and reset counter or table at completion of meal. May perform other duties such as brewing coffee, or portioning pies and desserts—as determined by the establishments size and practices.

WORKING CONDITIONS

Varies from one establishment to another; most are clean, well lighted, and pleasant. Almost constant standing, walking, light lifting, and carrying are involved.

ENTRY REQUIREMENTS

The minimum age is 16-18 in most eating establishments, but may be set at 21 in any location where alcoholic beverage is served. Good personal appearance, pleasant personality, and pleasing voice are very important. Accuracy with numbers, honesty, and a good memory are essential attributes. Should be in good health. High school graduation preferred, but many employers will accept worker with at least some high school. Over 90% of employees are female.

INTERESTS AND TEMPERAMENTS

Should receive satisfaction from meeting people and providing service. Job requires mature personality to maintain courteous, pleasant attitude despite the rush of business, customer behavior, or the worker's own mistakes.

HOW TO PREPARE

Basic mathematics valuable as a foundation. Any previous experience with meeting and working with the public is very helpful. Part-time jobs while in school, especially as a CAR HOP, would be good background training.

ADVANCEMENT OPPORTUNITIES

May be promoted to HOSTESS.

FOR MORE INFORMATION

Iowa Restaurant Association, 204 Shops Building, Des Moines; 1965-1966 edition of Occupational Outlook Handbook; or your nearest Iowa State Employment Service office.

File Under: WAITRESS 311.878



THE JOB AS IT APPEARS IN IOWA'S LARGER CITIES

CEDAR RAPIDS

Wage Range: \$.80 - \$1.50 per hour.
Hours of Work: 48 hour week usual and may include evenings or split shift.
No. Employed: 810
Location of Jobs: Restaurants, motels, and hotels are the most common locations.

Promotion: May be promoted to Hostess or Manager Trainee.
Fringe Benefits: Usually meals and sometimes uniforms are furnished.
Job Outlook Locally: Strong demand, due to low pay and a tight labor market.
Other Comments:

DUBUQUE

Wage Range: \$.65 - \$1.30 per hour.
Hours of Work: Any shift including split shift.
No. Employed: 360
Location of Jobs: Restaurants, supper clubs, cafeterias, hotels, and motels.

Promotion: Possibly to Cashier, Hostess, or Head Waitress.
Fringe Benefits: Free or low-cost meals, paid vacations given by most employers.
Job Outlook Locally: Constant demand for Waitresses and there is no reason to believe that demand will slacken in the near future.
Other Comments: Tips received in some establishments are very good. Hours of work may include nights, weekends, holidays, or even be split shift.

DAVENPORT

Wage Range: \$.60 - \$1.25 per hour plus tips.
Hours of Work: 40 - 48 per week.
No. Employed: 278 total - 200 women.
Location of Jobs: Restaurants, hotels, motels, cafeterias, country clubs.

Promotion: Promotions to Hostess.
Fringe Benefits: Meals, uniforms, and some have insurance available to them.
Job Outlook Locally: Good demand for Waitresses, and the demand is expected to continue.
Other Comments:

SIOUX CITY

Wage Range: Start at \$.75 - \$1.00 per hour + tips.
Hours of Work: 40 - 48 hours per week, day or night shifts.
No. Employed: At least 500.
Location of Jobs: Most beginning jobs found in the low-price, rapid-service eating places. Many part-time jobs.
Promotion: Wage increases limited, but many change to jobs in more exclusive restaurants where tipping provides more earnings.
Fringe Benefits: Larger establishments have paid vacations and insurance plans.
Job Outlook Locally: Up to 300 openings received annually at ISES office. Several new establishments
Other Comments: opened each year but also many closings.

DES MOINES

Wage Range: \$.65 - \$1.15 plus tips, amount of which varies widely.
Hours of Work: Usually 48 hours per week. May be required to work evening or split shifts.
No. Employed: Total - 1,750 Female - 1,600.
Location of Jobs: Restaurants, lunch rooms, etc.

Promotion: Possibility of promotion to Hostess, but probably more important is the chance of obtaining job where pay and/or tips are higher.
Fringe Benefits: Usually uniforms, laundry, and meals during working shift only. In some places, long-term employees receive paid vacations.
Job Outlook Locally: Good, both because of expected expansion and high turnover in this occupation.
Other Comments: Most employers will train, although they prefer experience.

WATERLOO

Wage Range: \$.90 - \$2.00 per hour (Including tips).
Hours of Work: Any shift, may work split shift.
No. Employed: 400
Location of Jobs: Restaurants, cafes, cafeterias, and lunch counters.

Promotion: Promoted to Hostess.
Fringe Benefits: May receive free meals, uniforms, and paid vacations.
Job Outlook Locally: The demand for Waitresses is expected to remain high.
Other Comments:

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