

For information on becoming a *Counter Attendant* see [Sources of additional information](#) within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

SOC 35-3022
NHCRN 03/09

So, you want to be a ...



Counter Attendant Hospitality & Tourism

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage
\$8.53

Expected 10 year Growth
17%

Average Annual Openings
250

Training/Education Needed

Short On-the-Job or Military Training
Tips comprise a major portion of earnings; consequently, keen competition is expected for jobs in popular restaurants, most skills are learned on the job.

Basic Skills

Listening, math, food production

Job Skills

Speaking, instructing, active listening, reading comprehension, social perceptiveness.
(Food and beverage serving and related workers who exhibit excellent personal qualities—such as a neat clean appearance, a well-spoken manner, an ability to work as a member of team, and a pleasant way with patrons—will be highly sought after)

So, you want to be a ...



Counter Attendant

Projected to be among the occupation with the most openings (New Hampshire Occupational Projections, 2006-2016)

Tasks

Source: O*Net Online

1. Scrub and polish counters, steam tables, and other equipment, and clean glasses dishes, and fountain equipment.
2. Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.
3. Replenish foods at serving stations.
4. Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
5. Prepare food such as sandwiches, salads, and ice cream dishes, using standard formulas or following directions.
6. Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
7. Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
8. Deliver orders to kitchens, and pick up and serve food when it is ready.
9. Serve salads, vegetables, meat, breads, and cocktails, ladle soups and sauces, portion desserts, and fill beverage cups and glasses.
10. Add relishes and garnishes to food orders, according to instructions.

Interests
(Holland Code)
RSE

(Realistic, Social, Enterprising)

Interest Area
Hospitality and Tourism

Working Conditions
Comfortable, well lighted clean environment
(May stand for long periods of time, often carry heavy trays, under pressure to be fast and efficient)

Average Work Week
Hours vary
(Most work part-time and work Saturdays, evenings, and holidays)

Sources of Additional Information
NH Employment Security
(Contact office nearest you or go online to www.nh.gov/nhes/)

National Restaurant Association
1200 17th Street NW
Washington, DC 20036
www.restaurant.org

International Council on Hotel, Restaurant, and International Education
2810 N Parham Road
Suite 230
Richmond, VA 23294
www.chrie.org