

PROFESSIONAL DEVELOPMENT PATHWAYS IN RESTAURANTS



This chart highlights potential development pathways available within restaurants and the broader foodservice sector. Please review it to learn about the training and growth opportunities available through working in our restaurant.

We invest in building skills and providing opportunities for team members to grow—whether you're exploring your first job, developing culinary skills, or seeking a long-term career in foodservice and hospitality.

Each activity contributes to real advancement pathways within our restaurant and/or foodservice industry—from building confidence in your role to developing competencies required for more senior positions. Share your interests with us to help shape your development goals.

WORKPLACE / DEVELOPMENT ACTIVITY	SKILLS / COMPETENCIES THIS DEVELOPS	POTENTIAL PATHWAYS / ADVANCEMENT OPPORTUNITIES
(Workplace task or activity; training, day-to-day tasks, unique learning opportunities, etc.)	(Skills the workplace activity helps the employee develop and improve)	(How the skills developed lend themselves to new opportunities in the industry or restaurant)
Food preparation, assembling menu items, following recipes	Time management, attention to detail, food/kitchen safety. Following specifications and being consistent, ensuring standards are maintained	Prep Cook, Line Cook, Kitchen Lead, Sous-Chef, Chef
Maintaining cleanliness (seating area, kitchen, washrooms)	Organization, hygiene standards, responsibility, teamwork	Shift Leader, Supervisor
Taking customer orders, communicating with coworkers	Brief, accurate and calm communication. Active listening. Positive attitude, multitasking, working quickly and efficiently.	Shift Manager, Supervisor, Customer Experience Lead, Assistant Manager, Restaurant Manager, Human Resources

WORKPLACE / DEVELOPMENT ACTIVITY	SKILLS / COMPETENCIES THIS DEVELOPS	POTENTIAL PATHWAYS / ADVANCEMENT OPPORTUNITIES
Handling cash, making change accurately, taking payments through debit terminals	Financial and Technical Literacy	Supervisor, Assistant Manager, Accounting, Bookkeeping
Stock and inventory management	Understanding first in - first out rotation of products and how it can impact profit and loss; how waste can be managed	Assistant Manager, Restaurant Manager, Director of Operations, Chief Operating Officer
Managing multiple streams of information; balancing competing priorities (i.e., customer orders vs. prep work vs. cleaning)	Prioritizing what needs to happen based on urgency and expectation	Shift Manager, Supervisor, Assistant Manager, Restaurant Manager
	Time management, understanding what order to do things in.	Shift Manager, Supervisor, Assistant Manager, Restaurant Manager, Project Manager
Taking reservations and reservation management, group bookings, VIP requests, and guest texting or messaging	Organization, guest communication and feedback, understanding restaurant flow, overall service confidence	Customer Service Manager, Restaurant Manager
Handling customer complaints	Conflict resolution, empathy, problem-solving, professionalism. Providing structured, constructive feedback to the team to prevent incidents from recurring.	Customer Service Manager, Restaurant Manager
Emotional control and intelligence	Being able to handle stress and remain calm	Shift Manager, Supervisor, Assistant Manager, Restaurant Manager

WORKPLACE / DEVELOPMENT ACTIVITY	SKILLS / COMPETENCIES THIS DEVELOPS	POTENTIAL PATHWAYS / ADVANCEMENT OPPORTUNITIES
	Working with a diverse range of coworkers and a broad cross-section of customers	Shift Manager, Supervisor, Assistant Manager, Restaurant Manager, Human Resources
Training new employees	Leadership, coaching, communication, patience. Adapting to different learning styles. Leading by example	Certified Trainer, Shift Leader, Supervisor, Assistant Manager
Operating a Point of Sale (POS) system to take orders, using tablets/computers to access other vendors (aggregators) and view/manage reports.	Financial and Technical Literacy	Project Manager, Marketing, Accounting, Bookkeeping, etc.
Opening/closing duties	Time management, accountability, leadership, trustworthiness	Shift Leader, Supervisor, Assistant Manager
Following health & safety procedures	Compliance, risk awareness, safe food handling	Health & Safety Coordinator, Management positions



Many people from diverse backgrounds discover that a role in a restaurant can grow into a long-term career. While it often starts at an entry-level position, there are clear opportunities for advancement, from supervisor to manager, and even into profit-sharing roles or ownership. If you're passionate about the industry and committed to your growth, that dedication will be recognized and rewarded.

[Follow this link to download an empty, fully customizable version of the Professional Development Chart.](#)