



## Careers in Fish Frying

This sector of the industry employs some 80,000 full and part-time people with many excellent career opportunities. Businesses vary from corner-shop 'chippies' offering a take-away service through to franchised brand name outlets and specialised fish restaurants offering both take-away and eat-in facilities.

Some businesses, especially those in tourist locations, may operate on a seasonal basis; others are open all year round. Some businesses trade only at certain times of the day and provide lunchtime or teatime openings; others may operate continuously throughout the day including Sundays.

The job opportunities and options open to you for training, qualifications and career progression will depend on the type and size of business you are working in. Some employers will offer in-house training; others will encourage the achievement of relevant qualifications. Below are the various job roles in this area.

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### **Waiter/waitress**

#### **Job role and responsibility**

You will work as part of a team focused on offering an efficient and helpful service to customers. You will be responsible for preparing the dining area; taking, processing and serving customer orders; clearing tables; completing customer bills and taking payment.

#### **Career opportunities**

You have the opportunity to move into food preparation or counter service, or to progress to Frier and beyond. You may also decide to move to another type of catering or hospitality business.

#### **Entry requirements**

There are generally no pre-entry qualification requirements, however, you will need basic numeracy and literacy and good communication skills to help you deal with customers.

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## **Qualifications and training opportunities on the job:**

### **Qualifications**

S/NVQ Preparing and Serving Food Level 1  
S/NVQ Food and Drink Service Level 1 & 2  
S/NVQ Customer Service Level 2  
S/NVQ Hospitality Quick Service Level 2  
Foundation or Elementary Food Hygiene Certificate Training  
Certification in HACCP  
Customer Service Skills  
Foundation Health & Safety Certification

### **National Training Programmes**

Foundation Modern Apprenticeship in Hospitality Quick Service

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## **Counter assistant**

### **Job role and responsibility**

You will work as part of a team focused on offering an efficient and helpful service to customers. You will take, prepare and pack customer orders; deal with requests for information; handle all methods of payment; prepare and clean work areas.

### **Career opportunities**

You may have the opportunity to move into food preparation or a waiter/waitress role, or to progress to Frier and beyond. You may also decide to move to another type of catering or hospitality business.

### **Entry requirements**

There are generally no pre-entry qualification requirements, however, you will need basic numeracy and literacy and good communication skills to help you to deal with customers.

## **Qualifications and training opportunities on the job:**

### **Qualifications**

S/NVQ Food and Drink Service Level 1 and 2  
S/NVQ Hospitality Quick Service Level 2  
S/NVQ Customer Service Level 2  
Foundation or Elementary Food Hygiene Certificate  
Training and Certification in HACCP  
Foundation or Elementary Health & Safety Certification  
Customer Service Skills

### **National Training Programmes**

Foundation Modern Apprenticeship in Hospitality Quick Service

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## **Food preparation assistant**

### **Job role and responsibility**

You will work as part of a team focused on offering an efficient and helpful service to customers. You will be responsible for ensuring sufficient food is prepared and ready for cooking to meet customer requirements.

### **Career opportunities**

You may have the opportunity to move into a counter assistant role or to become a waiter/waitress, or progress to Frier and beyond. You may also decide to move to another type of catering or hospitality business.

### **Entry requirements**

There are generally no pre-entry qualification requirements.

### **Qualifications and training opportunities on the job:**

#### **Qualifications**

S/NVQ Food Preparation and Cooking Levels 1 & 2

S/NVQ Customer Service Level 2

Foundation or Elementary Food Hygiene Certificate

Training and Certification in HACCP

Foundation or Elementary Health & Safety Certification

## **Frier**

### **Job role and responsibility**

You will lead a focused team whose role it is to offer an efficient and helpful service to customers. You are responsible for the preparation and cooking of customer orders; receipt of deliveries; maintenance and promotion of food hygiene and safety; customer, staff and visitor health and safety.

### **Career opportunities**

You have the opportunity to work towards Manager or perhaps even become an Owner/Manager by buying your own fish frying business. You can also continue your career within another type of catering or hospitality business.

### **Entry requirements**

There are generally no pre-entry qualification requirements. However, you will need to be competent in cooking fish and other menu items; know how to use fish frying equipment; know about food safety and hygiene as well as health and safety. You will also need to supervise and motivate a team of people - so your communication skills will need to be good.

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## **Qualifications and training opportunities on the job:**

### **Training**

IOSH Managing Safely

### **Qualifications**

Fish Frying Skills Qualification

S/NVQ Multi-skilled Hospitality Supervision Level 3

S/NVQ Customer Service Level 3

S/NVQ Management Level 3

NEBS Introductory Management Award

NEBS Management Certificate

Intermediate Food Hygiene Certificate or Equivalent

Intermediate Health & Safety Certificate

### **National Training Programme**

Advanced Modern Apprenticeship in Hospitality Quick Service

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## **Owner/manager**

### **Job role and responsibility**

You are responsible for the successful management and profitability of your business as a whole including: selection of raw materials; management of food preparation and cooking; health, safety and hygiene; people management; sales and marketing; finance and resource management.

### **Entry requirements**

You will need to have people skills to motivate and manage staff; commercial awareness; business skills which include sales and marketing; legislation; financial and business management; food safety and hygiene as well as health and safety.

## **Qualifications and training opportunities on the job:**

### **Training**

IOSH Managing Safely

### **Qualifications**

S/NVQ Restaurant Management Level 4

S/NVQ Management Level 4

S/NVQ Owner Management - Business Planning Level 3

S/NVQ Owner Management - Business Management & Development Level 4

NEBS Introductory Awards for Owner Managers at Certificate Level

NEBS Owner Manager at Certificate Level

NEBOSH National General Certificate in Occupational Safety and Health

Intermediate Health & Safety Certificate

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## **Manager**

### **Job role and responsibility**

You will lead a team of people to maximise profit through sales and customer service. Your role may include selection of raw materials; management of food preparation and cooking; health, safety and hygiene.

### **Career opportunities**

You may wish to buy your own fish frying business. You can also continue your management career within another type of catering, hospitality or retail business.

### **Entry requirements**

You will need to have people skills to motivate and manage staff; commercial awareness; business skills which include sales and marketing; legislation; financial and business management; food safety and hygiene as well as health and safety.

### **Qualifications and training available on the job:**

#### **Training**

IOSH Managing Safely

#### **Qualifications**

S/NVQ Multi-skilled Hospitality Management Level 4

S/NVQ Restaurant Management Level 3 & 4

S/NVQ Management Level 4

NEBS Introductory Management Award at Diploma Level

NEBS Management Diploma

NEBOSH National General Certificate in Occupational Safety and Health

Intermediate Health & Safety Certificate