

SOFT SKILLS DEVELOPED THROUGH FOOD SERVICE





WHY THIS MATTERS

Skills gaps aren't just technical — soft skills are critical.

Food service = a real-world training ground.

92%

of talent professionals say soft skills are just as important — or more important — than hard skills when hiring.

LinkedIn Learning Workplace Learning Report 2024

KEY SOFT SKILLS

developed in food service

- Communication
- Customer service
- Teamwork
- Time management
- Problem-solving
- Conflict resolution
- Emotional resilience
- Adaptability
- Leadership
- Cultural sensitivity



COMMUNICATION & CUSTOMER ENGAGEMENT

- 01** Verbal & Non-Verbal Practice
- 02** Active Listening
- 03** Building Empathy & Emotional Intelligence
- 04** Handling Complaints Professionally



TEAMWORK

01

Fast-Paced Environments

Busy kitchens/servers
= real teamwork
lessons.

02

Collaboration

Staff learn to
communicate, and
adapt together under
constant pressure

03

Delegation

From prepping orders to
covering tables, effective
delegation teaches
employees how to balance
workloads, build trust, and
achieve shared goals under
pressure

04

Conflict Resolution

Managing
disagreements
professionally.
Finding win-win
outcomes.

05

Problem Solving

Customer issues,
kitchen errors,
unexpected problems.



CUSTOMER AWARENESS & SENSITIVITY



Cultural

Respecting and adapting to diverse cultural norms — from communication styles to service expectations — strengthens global competency and empathy.



Dietary Restrictions

Understanding and accommodating dietary needs, such as vegetarian, vegan, kosher, or halal, fosters personalized and respectful customer experiences.



Allergies

Prioritizing safety by carefully addressing food allergies teaches attention to detail, clear communication, and responsibility.



Inclusion

Creating welcoming spaces for all customers, regardless of background or ability, builds inclusive thinking and a commitment to equity and respect.

Match That Skill



HIDDEN
Superpower

Grit

Passion & Perseverance

Handling difficult customers, bouncing back from mistakes, and pushing through fast-paced shifts teach employees how to stay committed, adapt, and thrive under pressure

KEY TAKEAWAYS

Faculty, Staff & Employers

**Food Service
Experience
transfers into
ANY career**

**See a missing soft
skill of your student?
Encourage them to
apply to a part-time
role in Food Service**

**Employers should
value this
background**



QUESTIONS?



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