

## REFLECTION

### Your Daily Activities-A Goldmine of Knowledge, Skills and Abilities



Everyday activities are opportunities for learning. People often take this learning for granted because many daily activities are either easy for them or just part of their 'routine.' By reflecting on your daily activities and tasks, you will reveal knowledge, skills and abilities (KSAs) that might otherwise be overlooked.

For example, food and beverage servers may not consider all of the various activities that they do in a day as comprising a rich set of tasks. However, if they look at the various activities involved in serving customers, they can begin to see the broad scope of abilities. Through the first level of digging, servers may identify their jobs including various activities such as:

- greet customers
- present menus
- make recommendations and answer questions about food and beverages
- take orders and any special requests to the kitchen staff
- serve the food and beverages to the customers
- provide an accurate bill to customers and accept payment

Digging deeper on any of these activities will help reveal that each one involves various tasks. For example, in making recommendations and answering questions, additional tasks could emerge, including:

- provide detailed descriptions of meal preparation processes and ingredients
- identify safe selections for individuals with food allergies
- communicate to resolve conflict with customers who are dissatisfied with their meals and identify solutions

**List below your typical daily activities without worrying about identifying the learning:**

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“Life is a succession of lessons which must be lived to be understood.”  
Helen Keller