

# Food Service Worker Performance Evaluation & Job Description

**TITLE:** Food Service Worker

**EMPLOYEE NAME:**

**FLSA STATUS:** NON-EXEMPT, BU

**DEPARTMENT:** Dining Services

**SUPERVISOR TITLE:** Supervisor, Dining Experience

**REVIEW PERIOD:** \_\_\_\_\_ **INITIAL:**  **ANNUAL:**  **REEVALUATION:**

The purpose of this document is twofold:

1. As a position description, it is used to list job duties and responsibilities along with minimum education, experience and licensure requirements.
2. As a performance review document, it is used to assess employee performance relative to essential job responsibilities.

## **Position Summary:**

Inglis enables people with disabilities – and those who care for them – to achieve their goals and live life to the fullest. It is essential that all duties are performed with the highest level of integrity, while supporting Inglis Values and Standards of Excellence, ensuring the achievement of competencies and compliance with regulatory agencies.

The food service worker performs a variety of duties for the set up, delivery and serving of food. Performs other duties as assigned. As the food service worker you are delegated the administrative authority, responsibility and accountability necessary for carrying out your assigned duties.

Role Competencies:

### **Organization**

*Time Management-* Able to determine the appropriate allocation of time for daily work and projects.

*Space Management-* Effectively manages the workspace (i.e. keeps a clean and organized office, appropriately handles all paperwork, maintains control over the physical environment, etc.)

*Task Management-* Balances conflicting priorities to manage workflow, ensure the completion of essential projects, and meet critical deadlines.

### **Communication Skills**

*Listening Skills:* Understands that the most important aspect of communication is the act of listening and actively works to improve those skills.

*Oral Skills:* Speaks with confidence using clear, concise sentences and is easily understood.

*Written Skills:* Produces well thought-out, professional correspondence free of grammatical and spelling errors.

*Telephone/Email:* Uses high quality, professional oral and written skills (as described above) to project a positive image of the business.

**Team player:** Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.

**Computer/Technical Skills:** Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner, etc. Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills

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### Professional Qualifications:

High school education or GED preferred. Relevant experience in Dining Services to ensure that the requirements of this position can be fully met. Must be able to read, write, speak and understand the English language. Must possess the ability to make independent decisions when circumstances warrant such action. Must not pose a direct threat to the health or safety of other individuals in the workplace. Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel and support agencies. Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination. Must be able to push, pull, move and/or lift a minimum of fifty pounds to a minimum height of five feet and be able to push, pull, move and/or carry such weight a minimum distance of fifteen feet.

### Inglis Person Centered Care Core Competencies

Competency	Behavioral
<b>Ensures Accountability</b>	<b>Holds self and others accountable to meet commitments.</b> <ul style="list-style-type: none"> <li>▪ Follows through with commitments and acts with a clear sense of ownership.</li> <li>▪ Takes personal responsibility for decisions, actions, and failures.</li> <li>▪ Establishes clear responsibilities and processes for monitoring work and measuring results.</li> <li>▪ Designs feedback loops into work.</li> </ul>
<b>Effectively Communicates</b>	<b>Develops and delivers multi-mode communications that conveys a clear understanding of the unique needs of different audiences.</b> <ul style="list-style-type: none"> <li>▪ Is effective in a variety of communication settings; 1:1, small group, large groups or among diverse styles.</li> <li>▪ Attentively listens to others</li> <li>▪ Adjusts to fit the audience and the message</li> <li>▪ Provides timeline and helpful information</li> </ul>
<b>Actively Collaborates</b>	<b>Builds partnerships and works collaboratively with others to meet shared objectives.</b> <ul style="list-style-type: none"> <li>▪ Works collaboratively with others across the organization to achieve shared objectives</li> <li>▪ Represents own interests while being fair to others and their areas</li> <li>▪ Partners with others to get work done</li> <li>▪ Credits others for their contributions and accomplishments</li> <li>▪ Gains trust and support of others</li> </ul>
<b>Manages Conflict</b>	<b>Handles conflict situations effectively with a minimum of noise</b> <ul style="list-style-type: none"> <li>▪ Steps up to conflicts, seeing them as opportunities</li> <li>▪ Works out tough agreements and settles disputes equitably</li> <li>▪ Facilitates breakthroughs by integrating diverse views and finding common ground or acceptable alternatives</li> <li>▪ Settles differences in a productive way with minimum noise</li> </ul>
<b>Instills Trust and Respect</b>	<b>Gains the confidence and trust of others through honesty, integrity and authenticity</b> <ul style="list-style-type: none"> <li>▪ Follows through on commitments</li> <li>▪ Is direct and truthful</li> <li>▪ Keeps confidence</li> <li>▪ Practices what he/she preaches</li> <li>▪ Shows consistency between words and actions</li> </ul>

### **Supervisory Responsibility:**

None

### **Required Licensure:**

None

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	Safety Factors					Evaluation (✓ one box)	
				<i>Minimum</i> Weight Lifting Requirements Apply to Task (✓= yes)	Function Requires Prolonged Sitting, Standing, Bending, etc. (✓ = yes)	Performs Function Satisfactoril y (✓ = yes)	Needs Improveme nt (✓= yes)
Risk Exposure Potential to Blood and/or Body Fluids	Essential Function (✓ = no)	Function Requires Repetitive Motion (✓ = yes)					

## Job Related Responsibilities

Set up and breakdown of food stations							
Foods stations are set up with bread, condiments, and utensils.							
Serving and replenishing food from counters and team tables.							
Follows established procedures for trash removal.							
Employee will be able to man each of 6 trayline positions and place correct food, utensils, beverages and or condiments on each tray.							
Will be able to do the above for a minimum of 4 trays per minute.							
Follows established procedures for pot washing.							
Breaks down stations at the end of meal periods as instructed.							

## Job Related Responsibilities

### Comments:

**Rating:** \_\_\_ Outstanding \_\_\_ Exceeds Requirements \_\_\_ Meets Requirements \_\_\_ Partially Meets Requirement \_\_\_ Needs Improvement

	Safety Factors					Evaluation (✓ one box)	
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Risk Exposure Potential to Blood and/or Body Fluids	Essential Function (✓ = no)	Function Requires Repetitive Motion (✓ = yes)					

## Training and Development

Attends and participates in scheduled training and educational classes to maintain current certification as a Nursing Assistant (12 hours annually)							
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Attend and participate in orientations and activities as assigned.							

### Training and Development

Comments:

**Rating:**    \_\_\_ Outstanding    \_\_\_ Exceeds Requirements    \_\_\_ Meets Requirements    \_\_\_ Partially Meets Requirement    \_\_\_ Needs Improvement

### Safety, Sanitation and Infection Control

	Safety Factors					Evaluation (✓ one box)	
	Risk Exposure Potential to Blood and/or Body Fluids	Essential Function (✓ = no)	Function Requires Repetitive Motion (✓ = yes)	<i>Minimum</i> Weight Lifting Requirements Apply to Task (✓ = yes)	Function Requires Prolonged Sitting, Standing, Bending, etc. (✓ = yes)	Performs Function Satisfactorily (✓ = yes)	Needs Improvement (✓ = yes)
Uses the photo card file to identify residents before assisting a resident with any beverage , food consumption or cigarette smoking.							
Follows guidelines for using any chemicals and sanitizing equipment and work area.							
Follows all Sodexho regulatory rules regarding sanitations.							
Ensures that all work surfaces are clean and free of visible dirt and sanitized with a cleaner. Surfaces to be clean include but not limited to: workstations, counters, and steam tables.							
Wears hairnet, and used gloves when handling cooked food and sanitized equipment and wares.							
Reports any non-operating or broken piece of equipment to supervisor in a timely manner.							

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### Safety, Sanitation and Infection Control

Comments:

**Rating:**    \_\_\_ Outstanding    \_\_\_ Exceeds Requirements    \_\_\_ Meets Requirements    \_\_\_ Partially Meets Requirement    \_\_\_ Needs Improvement

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### Equipment and Supply Functions

Uses only equipment you have been trained to use.							
Operates all equipment in a safe manner.							
Use only the equipment and supplies necessary to do the job. Is not wasteful.							

### Equipment and Supply Functions

Comments:

**Rating:**    \_\_\_ Outstanding    \_\_\_ Exceeds Requirements    \_\_\_ Meets Requirements    \_\_\_ Partially Meets Requirement    \_\_\_ Needs Improvement

### Residents' Rights

Maintains <b>confidentiality</b> of all pertinent resident care information to assure resident rights are protected.							
Knocks before entering a resident's room.							
Ensures that you treat all residents fairly and with kindness, dignity and respect.							
Reports all allegations of resident abuse and/or misappropriate of resident property.							

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## Resident Rights

Comments:

**Rating:**     Outstanding     Exceeds Requirements     Meets Requirements     Partially Meets Requirement     Needs Improvement

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## Customer Service, Compliance and Teamwork

Performs all assigned tasks in accordance with our established policies and procedures and as instructed by your supervisors.							
Acts as a positive representative of the center at all times.							
Maintains pleasant, respectful and courteous interactions with residents, families, staff and visitors.							
Remains open to new ideas, seek to understand change and adapt positively.							
Adheres to corporate compliance program and standards of conduct.							
Notifies nurse of any resident complaints of pain.							
Adheres to the dress code including the display of name badge at all times.							
Follows work assignments and/or work schedules in completing and performing your assigned tasks.							
Reports all complaints and grievances made by the resident.							

## Customer Service, Compliance and Teamwork

Comments:

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<b>Communication</b>							
Practices effective communications skills with all; customers and co-workers.							
Introduces self, demonstrates courteous behavior by extending genuine works of concern, calling people by name, giving them your full attention and using appropriate body language.							
Asks questions for clarity, listen carefully, provide appropriate information in a manner others can understand and check for understanding.							
Demonstrates conflict resolution skills.							
Listens well and accepts constructive feedback.							

## Communication

Comments:

**Rating:**    \_\_\_ Outstanding    \_\_\_ Exceeds Requirements    \_\_\_ Meets Requirements    \_\_\_ Partially Meets Requirement    \_\_\_ Needs Improvement

