

**Job Title:** Food Service Worker  
**Department:** Dietary  
**Classification:** Non-Exempt  
**Reports to:** 1. Dietary Manager  
2. VP of Operations

### **Summary**

Performs various duties in the Food Service department to provide quality food and services to our customers. These duties may fall in one or more of the following areas: cafeteria, catered functions, cleaning, dish room, pots and trays.

### **Essential Functions**

#### **ALL AREAS**

- Demonstrates the ability to set work priorities
- Strives to achieve deadlines that are mandated by the position
- Coordinates work to achieve maximum productivity and efficiency
- Demonstrates the appropriate use of equipment and supplies cost effectively
- Performs assigned duties in an independent manner with little or no direct supervision
- Follows work routine
- Practices proper body mechanics when lifting and etc.
- Performs other duties as required
- Perform cleaning tasks and initial appropriate form

#### **CAFETERIA – FOOD SERVICE WORKER I**

- Gathers supplies and sets up the cafeteria for serving
- Have all items ready for service 10 minutes before opening
- Serve customers in a timely fashion
- Portions food according to established criteria
- Uses correct utensils for serving
- Keeps food and supplies stocked during and between meal service
- Dish up, date and label desserts appropriately and in a timely fashion
- Ring transactions on cash register according to type of sale with minimal error
- Secure cash for making change from supervisory staff
- Check all customers for presence of identification badge
- Take and record food holding temperatures; report any concerns to the supervisory staff on duty
- Clean and sanitize dining room tables
- Tear down salad bar after lunch meal
- Complete all cleaning tasks thoroughly
- Store food and supplies properly
- Stock Cafeteria supplies

#### **CATERED FUNCTIONS – FOOD SERVICE WORKER I**

- Review catered function requisitions to determine type and quantities of food and supplies needed
- Plan schedule so that food and supplies will be set up by specified serving times
- Clean rotary toaster after patient breakfast line
- Knows where catered function equipment is kept
- Knows proper usage of catered function equipment

- Knows proper cleaning procedures for catered function equipment
- Use proper containers for serving catered function items
- Gather all needed utensils and supplies for catered functions
- Gather assigned foods for catered functions
- Deliver and set up catered functions on time
- Check that all tables are set up appropriately for catered functions – if not, alert a supervisor
- Check, gather, deliver and store floor stock for OR Lounge, Physician's Library daily, Monday through Friday
- Follow food safety procedures when handling catered function food, supplies and equipment
- Clean up catered functions in a timely fashion
- Clean and sanitize tables after each catered function

#### **SALADS – FOOD SERVICE WORKER I**

- Prepare Salads, pudding, desserts, cut up fresh fruit
- Dish up, label and date all foods

#### **CLEANING – COOK, FOOD SERVICE WORKER I**

- Clean equipment using proper chemicals and procedures
- Wash, rinse and sanitize pots and pans as assigned
- Store cleaning equipment in an appropriate area
- Store cleaning equipment in an orderly fashion
- Clean deep fryers, sinks, convection ovens, stoves, griddle, steamer
- Clean all garbage cans and lids
- Clean steamtables and outside of vents
- Pours water into drains and cleans troughs

#### **DISHROOM/TRAYLINE – FOOD SERVICE WORKER I**

- Prepare dishmachine by filling with water and turning correct valves
- Operates dishmachine following proper procedure for cleaning and sanitizing
- Scrap, soak and pre-wash all dishes and utensils after use and before placing in racks
- Send rack through dishmachine
- Transfer clean dishes to appropriate storage areas, handling in such a manner as to maintain sanitary conditions
- Inspect dishes and utensils for cleanliness and breakage or chipping
- Drain dishmachine after soiled dishes are washed; clean inside of machine including rinse jets, power arms and food strainers
- Clean outside of dishmachine, polishing according to procedure and schedule
- Use lime scale remover on inside of dishmachine according to schedule and procedure
- Clean drip pans under machine daily
- Clean all storage carts daily
- Organize storage area and clean shelves
- During line, transport assigned patient food carts to the appropriate units and place in the designated location on the unit
- Wash, rinse and sanitize patient food carts after each meal
- Serve cold food on patient serving line according to diet
- Take and record dishmachine temperatures each meal – if out of range, alert supervisory staff immediately

- Retrieve soiled trays from the units as scheduled and follow the proper procedure
- Gather, deliver and put away floor stock on the patient units, being sure to rotate the stock as it is put away
- Clean garbage cans and lids
- Return assigned patient food carts to the kitchen area after each meal

#### **POTS – COOKS, FOOD SERVICE WORKER I**

- Washes pots and pans
- Scrapes, stacks and soaks pots, pans and utensils in preparation for washing
- Washes pots and pans, rinsing and sanitizing using 3 compartment sink
- Pots, pans and utensils are completely immersed in sanitizing solution for one minute
- Frequently checks sanitizing chemical concentration using appropriate test strips and documents readings on daily log; reports any concerns to supervisory staff immediately
- Place clean pans on drain board to air dry
- Wash and rinse water are changed frequently and kept free from grease and food particles
- Does not mix wash, rinse and sanitizing waters
- Sinks are cleaned between each refill
- Transfers clean pots and pans to appropriate storage areas handling in such a manner as to maintain sanitary conditions
- Takes and records temperatures of water in all pot sinks and reports any concerns to supervisory staff immediately

#### **FOOD SERVICE WORKER II – DAILY SUPERVISOR**

- Head menus for each patient according to their diet
- Speak the menu for each meal to assigned patients
- Tally foods ordered for food prep staff
- Prepare patient trays according to diet
- Deliver trays to assigned patients
- Do check backs to be sure patients have received all needed items
- Pick up soiled trays, place them on food cart and return cart to dishroom
- Prepare between-meal snacks
- Check floor stock on assigned units
- Edit menus appropriate for diets
- Gather assigned supplies for the patient serving line
- Prepare tickets for patient tray line
- Take and record assigned food temperatures; report any temperatures out of range to the cook to reheat as needed
- Compare menus to diet sheets making corrections as needed for the diet
- Do count sheet for the day
- Prepare and/or gather assigned cold items and specials for the patient tray line
- Prepare patient between meal feedings appropriate for the diet
- Prepare delayed trays appropriate for diet as needed
- Gather floor stock as assigned
- Bag/wrap dinner rolls for patients lunch and supper meal
- Use freezer tray for holding cold foods at the proper temperature during the patient serving line
- Answer the phone
- Perform closing out checks of the kitchen and lock all keys in the office; lock office

**Education/Experience**

- High school graduate or equivalent required
- Previous cooking and general kitchen work experience preferred

**Knowledge, Skills and Abilities**

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**
- Must be able to read and write
- Must be able to communicate clearly with others
- Ability to organize time, prioritize and concentrate
- Ability to work in a fast paced and changing environment

**Work Environment**

Works inside with frequent exposure to routine kitchen hazards. Is exposed to temperature changes when working around cooking equipment, coolers, freezers and etc. Physical demands include: Frequent Lifting/Carrying and Pushing/Pulling up to 20 pounds; Frequent bending, stooping, reaching, handling, fine manipulation grasping and feeling; Occasional Pushing/Pulling up to 50 pounds, balancing, crouching, overhead lifting and keyboarding.

**Positions Supervised**

None