

JOB TITLE: CHEF – FOOD SERVICES DIRECTOR

SUPERVISOR: GENERAL MANAGER

JOB SUMMARY

The Food Services Supervisor is directly responsible for establishing and maintaining all standards of quality, conduct, customer service, and productivity within the food services department. Maintain appropriate levels staffing and food / supplies inventories and work within the established budget guidelines.

He/she must possess general knowledge in the following areas of operation: productivity, costs and budgets, energy conservation, purchasing, receiving, storing systems, preparation and serving techniques, pilferage and portion control, personnel development, kitchen sanitation and general management of Food Services Department.

Promote a thorough and continuous understanding among all employees of the importance of the Food Services department to the quality of life for residents and prospective residents.

Accept the responsibility to supervise the team members assigned to you and, working together, provide the services of your department to each resident of the Community. All of your activities must maintain a holistic perspective of service and total care of all residents.

Accountability to supervise and monitor the performance of each team member under your supervision to make certain that the care and services to each resident are delivered in a continuous, predictable and efficient manner.

You are expected to lead by example and make certain that your programs and services maximize each resident's quality of life, identity, interests, abilities and preferences.

Report to the General Manager all emergencies; all team members who require training, guidance, or discipline greater than you are capable of providing and observable changes in all residents' behavior or health status that may indicate a change in their care plan.

PERFORMANCE REQUIREMENTS

1. Innovate, plan, promote, and supervise a food services program that meets or exceeds the minimum standards of quality, productivity, and customer service of the property and accommodates the broad spectrum of tastes, interests and personal therapeutic requirements of the resident population. Continuously monitor and appropriately address, the resident population for shifts in needs and preferences, likes and dislikes, and attitudes using personal interviews, approved surveys, resident committees, suggestion boxes, etc.
2. Recruit, hire, train, discipline and supervise a full complement of staff who are capable and motivated to devote their best efforts to the discharge of their job responsibilities and who present a professional courteous demeanor to residents and prospective residents.

3. Maintain department records and perform administrative functions outlined on attached schedule.
4. Meet or exceed all minimum company standards for menu planning and coordinate with General Manager in advance of all menu changes and menu plans.
5. Under the direction of the General Manager, ensure that food items are properly prepared and placed in service at the proper time and are tastefully garnished to provide a high quality plate presentation and prompt service to all resident tables in a professional manner.
6. Under the direction of the General Manager, ensure adequate quantities of all menu and salad bar items are prepared in advance of servicing time so as to not run out prior to all residents being served.
7. Establish, document, direct and assist in general kitchen and dining room sanitation procedures preparing schedules for all shifts for all kitchen and dining room staff and post in their work areas.
8. Ensure and provide for the proper cleaning of pots, pans, utensils, eating silverware, china and glassware and routine and preventive maintenance of departmental equipment.
9. Coordinate with Director of Activities and other supervisory personnel, for any special functions or needs of residents.
10. Participate in Quality Management Program. Attend staff and resident meetings to report and advice on all food service matters.
11. Ensure that employee meal policies and procedures are properly implemented and controlled.
12. Ensure efficient and effective use of all food services department and community resources; human resources and monetary resources within established budgetary guidelines, equipment and supplies.
13. Purchase all food, kitchen supplies and kitchen equipment, using diligent and competitive purchasing programs and methods.
14. Under the direction of the General Manger, establish, implement, document, and review and ensure compliance with integrated procedures and systems which enable the food services program to be successful and productive and which offer an overview for management and other team members.

15. Comply with any and all state, local or federal rules, regulations and licensing requirements related to health, safety (OSHA), and general operation of the food services department.
16. Consult with and advise the manager for the purposes of eliminating operating deficiencies. Communicate and channel to employer, all knowledge, business, and other matters of information, which could concern or be in any way beneficial to the business of the employer.
16. Diligently and conscientiously devote full and exclusive time and attention, best skills and efforts to the discharge of his/her duties. Present a professional demeanor that communicates to current and prospective residents the corporate philosophy of service, goodwill and genuine interest in the resident's unique needs. Conduct yourself and your business at all times so as not to detract from or reflect adversely on the reputation of the property.
17. Treat as confidential, any information obtained by him/her concerning the residents and personnel of the property and Paradigm Senior Living, Inc., or their business, products, techniques, methods, systems, pricing, plans, promotions, or policies. Employee will not, during his/her employment or any time thereafter, disclose such information in whole or in part, to any person, firm, or corporation for any reason or purpose whatsoever.
18. Perform other such tasks as may be required from time to time by the management of the property.

ADDITIONAL REQUIREMENTS

1. Possess a knowledge of and understanding of and be able to follow oral and written directions, keep adequate records.
2. An interest in and willingness to learn and a demonstrated initiative in developing skills in caring for the elderly consistent with the philosophy and policies of the community.
3. Demonstrate loyalty to this community.
4. Possess leadership qualities and supervisory skills.
5. Be a positive and cooperative team player with peers and subordinates.
6. Must have completed the food service sanitation course sponsored by the National Education foundation of the National Restaurant Association.
7. High school graduation or equivalent.

8. Supervisory work experience in foodservices of four years or more.
9. Training and experience has been attained through formal training or on-the-job training in appropriate techniques of resident care including nutritional monitoring and assessment, general nutrition, food production and service, sanitation, safety, and management.
10. Must be adaptable and willing to perform a variety of assignments
11. Have a current Food Handlers Card

PHYSICAL, MENTAL and SENSORY REQUIREMENTS

Primary physical requirements include the following:

1. Lift up to 10 pounds: frequency required to lift up trays of food, carrying plates, utensils and glassware weighing up to 10 pounds.
2. Lift 11 to 25 pounds: frequently required to lift food trays weighing up to 25 pounds or when lifting filled pitchers.
3. Lifting 26 to 50 pounds: frequently when putting away stock and supplies.
4. Carry up to 10 pounds: frequently required to carry food trays to residents.
5. Carry 11- 25 pounds: frequently to carry food trays to residents or to place food trays on carts.
6. Carry: 26 – 50 pounds: occasionally if performing heavy cleaning.
7. Reaching above shoulder: occasionally may occur when reaching for food items or required equipment on high shelves.
8. Reach at shoulder height: constantly required while preparing food or meals, while serving
9. Reach below shoulder height: occasionally while cleaning
10. Push / pull: frequently required to push food cart or to move carts to resident apartment or elsewhere in the building.

Hand manipulation:

1. Grasping: constantly required while working with, preparing or serving food.
2. Handling: constantly required while working with, preparing or serving food.
3. Torquing: occasionally while adjusting knobs on kitchen equipment.
4. Fingering: not required.

5. Controls and equipment: meat slicer, food processor, mixer, oven, steamer, trays, dishes and various serving utensils.

OTHER PHYSICAL CONSIDERATIONS

1. Twisting: frequently may occur while cleaning a work area
2. Bending: frequently may occur while cleaning a work area
3. Crawling: not required
4. Squatting: not required
5. Kneeling: occasionally required to retrieve items from lower shelves, or while cleaning.
6. Climbing: occasionally required to retrieve items from upper shelves
7. Balancing: not required

During an eight (8) hour day, the employee is required to:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	0	0
Stand	3	6
Walk	1	2

Work surface:

Varies from hard tiled floor or concrete to carpet.

Other:

Tasting and smelling: necessary to ensure food/product quality

Must be able to routinely follow written and verbal instructions.

Must be able to easily lift and carry up to 50 lbs. Must be able to stand, walk, stoop, and /or bend for periods of up to eight hours with breaks as provided for in the employee handbook. Must be bondable with fidelity bond.

All staff members are subject to a criminal background check. An Alaska background clearance or a criminal record exemption shall be obtained prior to employment, residence or initial presence in the facility if necessary.

All staff members will complete Abuse Training. Department of Justice Elder Abuse Training Video is mandatory for all employees.

All staff members must complete Health screening including TB testing prior to their hire.

FOOD SERVICES SUPERVISOR JOB DESCRIPTION ATTACHMENT
OUTLINE OF ADMINISTRATIVE DUTIES

DAILY ADMINISTRATIVE DUTIES

- Meal Count (See Form)
- Verify And Approve Employee Time Records
- Vendor Invoices Sorted, Recorded, And Organized
- Supervise Employee Meal Procedures

WEEKLY ADMINISTRATIVE DUTIES

- Meal Analysis (Tally Of Weeks Guest Checks)
- Food, Linen And Supply Ordering
- Verify, Check-In And Secure Provisions
- Planning Of Menu Specials

MONTHLY ADMINISTRATIVE DUTIES

- Record Food And Supplies Inventory
- Invoices Verified And Presented To Management For Payment
- Meal Count Form Completed, Totaled, And Accurately Presented To Manager
- Employee Meal Reconciliation And Report To Management

PERIODIC ADMINISTRATIVE DUTIES

- Menu Planning
- Standardization Of Recipe Files
- Staff Training
- Monitor Inventory And Loss Control Program For Linen, China, Flatware, Equipment
- Program Review
- Employee Performance Reviews
- Staff Development
- Recruitment
- Hiring
- Personnel Paperwork
- Training
- Review And Discipline