

## UW HEALTH JOB DESCRIPTION

### CHEF'S ASSISTANT

Job Code: 430007	FLSA Status: Non-Exempt	Mgt. Approval: M. Waltz, J. Dern	Date: May 2019
Department: Culinary Services		HR Approval: J. Tokarski	Date: May 2019

### JOB SUMMARY

The Chef's Assistant performs duties under limited direction from the Culinary Services Management. The Chef's Assistant's responsibility involves a vast variety of Culinary duties such as: assembling and delivering patient meal trays, stocking and cleaning patient nourishment rooms, portioning food items, serving meals in retail locations, cashiering and sanitation. The position is responsible for following Wisconsin health code and ServSafe guidelines on food safety and sanitation practice. The position also requires basic computer skills, basic understanding of clinical diets and allergens, compliance with UW Health infection control guidelines and provide exemplary customer service to patients, visitors and other staff members. The position is also responsible for training new staff to reach department standards. This position requires the ability to organize and prioritize daily tasks to complete job duties in a constantly changing environment.

The Chef's Assistant will perform responsibilities in the following areas within the department: Patient Meal Services, Nourishment Room Stock, Food Production, Sanitation, Retail Service and Cash Handling. The position is required to be able to effectively work in multiple areas of the department with various shifts and a flexible work schedule.

### MAJOR RESPONSIBILITIES

- Provide Outstanding Customer Service.
  - Prioritize assisting customers above all other duties.
  - Greet customers and make efforts to create a welcoming environment for guests.
  - Anticipate customer needs and wants.
  - Questions and complaints are responded to in a polite and timely manner.
  - Supervisor is requested upon a problem, complaint, or question that cannot be answered.
  - Customers are promptly served.
  - Assist coworkers at busy stations during rush periods.
- Follow all UW Health guidelines and policies regarding food safety and sanitation as applicable to work area.
  - Clean and sanitize floors, surfaces, and equipment.
  - Insure proper product rotation and handling through critical control points.
  - Apply universal precautions in food handling.
  - Use correct safe methods when using equipment.
  - Hot foods are held at 150° F or higher. Cold foods are held at 40°F or colder.
  - All towels are kept in sanitizing solution when not in use. Area is wiped and cleaned frequently.
  - Uniform is clean, disposable gloves are worn when handling food.
  - Follow all other safety & sanitation guidelines as directed by supervisor.
- Food and Meal Assembly
  - Recognize and distinguish a variety of regular and specialty diets.
  - Utilize proper food handling guidelines as per state health code.
  - Proper portioning, dating and packaging menu items according to forecasted amounts.
  - Accurately follow an individual menu tickets by assembling correct, specified menu items on patient trays.
  - Check tray for accuracy and presentation according to patient's diet description, requests, and appearance of tray.
  - Load trays into respective carts and promote trays in Tray Monitor software.
  - Replenish supplies in a timely manner.
  - Proper use of food service software and tray tracking software.
  - Prepare a wide variety of foods.
  - Weigh and portion meats, cheeses, and other food items and follow proper portion control according to established procedures.
  - Follow production sheets and/or recipes to make up the required amount of food.
  - Notify supervisor for the need of a possible substitution due to under production and/or delivery shortages.
- Catering
  - Assemble catering orders.
  - Deliver catering orders.
  - Pickup used equipment and leftover food from catering rooms.
  - Organize orders for future deliveries.
  - Prepare equipment and food items needed per order specifications.
  - Insure accuracy of orders and that all orders have excellent presentation.

## UW HEALTH JOB DESCRIPTION

- Meal Delivery
  - Deliver tray directly to patient units following customer service standards and proper food handling.
  - Effectively utilize of Tray Monitor software to provide Real Time data.
  - Strictly follow specialty diets delivery procedure and compliant with infection control guidelines.
  - Assure trays are accurate and that food is presented well and at correct temperature.
  - Communicate discrepancies to nursing staff.
  
- Sanitation
  - Scrape, wash, dry, and rack dishes, tray ware and serving utensils.
  - Ensure all the temp logs and other documents are recorded completed.
  - Clean and sanitize kitchen equipment, hoods and ovens.
  - Mop and clean floors, coolers, freezers and related areas.
  - Transport clean and soiled dish ware between service points and dish room following correct soiled handling procedures.
  - Remove and dispose of trash and recycling.
  
- Service to patient unit kitchens
  - Deliver supplies to patient unit kitchens.
  - Adjust amounts of supplies according to par level.
  - Rotate stock according to FIFO (first in first out).
  - Follow sanitation guidelines by cleaning kitchen on regular basis.
  
- Retail Service
  - Set up work stations with all required foods and utensils.
  - Maintain positive attitude and appearance at all times.
  - Positively respond to all customer requests.
  - Keep work areas clean, sanitized and orderly.
  - Assist other employees as needed.
  
- Cash Handling
  - Greets and interacts with customers in a friendly and welcoming manner.
  - Politely and accurately responds to customer needs and feedback.
  - Efficiently performs register transactions accurately.
  - All required forms are completed on time and in accordance with procedures.
  - Communicate with supervisor on transaction discrepancies.
  - Customers are charged correctly and given appropriate change.
  - Cashier area is neat, clean and organized.

Perform Other Duties as assigned by Supervisor.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	
	Preferred	
Work Experience	Minimum	
	Preferred	Previous food service and/or customer service experience.
Licenses & Certifications	Minimum	
	Preferred	ServSafe Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Excellent customer service skills - courteous, positive, and sensitive to customer and patient needs.</li> <li>• Effectively train staff to reach departmental standard</li> <li>• Basic computer knowledge</li> <li>• Customer and patient focused. Must have the mindset that the customer or patient always comes first.</li> <li>• Willing to go the extra mile to help guests, customers, and other staff.</li> <li>• Must be able to work in a constantly changing environment and rapidly adapt to organizational and departmental change.</li> <li>• Willingness to work other positions when needed by the operation.</li> <li>• Ability to solve problem and work independently.</li> </ul>

## UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> <li>Communicates effectively by sending, receiving and responding to information ensuring high level of customer satisfaction.</li> <li>Basic communication skills and working knowledge of the English language.</li> <li>Ability to work in a team and foster an environment of helping others.</li> <li>Ability to perform simple math calculations.</li> <li>Flexibility – willing to work in different areas in the department other than what is scheduled based on operational need.</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.