

UW HEALTH JOB DESCRIPTION

LEAD CULINARY SERVICES

Job Code: 430011	FLSA Status: Non-Exempt	Mgt. Approval: M. Waltz, J. Dern	Date: 5.2018
Department: Culinary Services		HR Approval: K. Sawyer	Date: 5.2018

JOB SUMMARY

The Lead Culinary Services position is a leadership role under the direction of Culinary Services Management. The Lead Culinary Services position is responsible for providing exemplary customer service when working with patients, visitors and other staff members. The Lead applies policies and standards of food service and nutrition in accordance with Wisconsin health code and SERV Safe guidelines. This position requires the ability to organize daily tasks to complete job duties during constantly changing conditions. This position will work closely with Culinary Services Management.

- The UW Health Culinary Lead has the following responsibilities:
 - Patient Meal Assembly & Patient Tray Line Oversight.
 - Catering Services.
 - Food Preparation, Production and Quality.
 - Patient Meal Delivery.
 - Sanitation.
 - Service, Stocking and Cleanliness of Patient Unit Kitchens.
 - Retail Services.
 - Cash Handling.
 - Oversee and Audit HACCP Guidelines, Monitor Temperatures and Complete Required Documentation.
 - General Understanding of Systems- My Time, CBORD, Micros, Catertrax.
 - Knowledge and Monitoring of Life Safety and Environment of Care.
 - Train and Orient New Staff.

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.
 - Customers are promptly served.
 - Assist coworkers at busy stations during rush periods.
 - Manage resources effectively and efficiently to meet operational needs.
- Follow all UW Health guidelines and policies regarding food safety and sanitation as applicable to work area.
 - Ensure that floors, surfaces and equipment are clean and sanitized.
 - Insure proper product rotation and handling through critical control points. All food products must be labeled and stored per policy.
 - Apply universal precautions in food handling.
 - Use correct safe methods when using equipment.
 - Hot foods are held at a minimum of 145° or higher. Cold foods are held at 40°F or lower.
 - 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 direct by supervisor.
- Act as an effective Leader for the Culinary Services Department and the Organization.
 - Observe and insure that all operations are running on time and according to proper procedures.
 - Delegate tasks and objectives to employees of the Culinary Services Department.
 - Keep staff informed on changes in departmental and organizational activities and policies.
 - Lead meetings, in-services, and forums as needed.
 - Coordinating and managing employee schedules including filling vacant shifts.
 - Training and orienting employees to the policies and correct procedures of the department and duties for each position.
 - Sharing concerns, problems and suggestions with supervisors and managers.
 - Ensure proper use, maintenance, and repair of equipment and organize these activities.
 - Ability to oversee the operation and problem solve in the absence of a supervisor.

EMPLOYEE WILL BE RESPONSIBLE FOR THE FOLLOWING AREAS:

- Patient Meal Services

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- Recognize and distinguish a variety of regular and modified diets.
- Utilize food handling guidelines.
- Read and understand individual menu tickets by assembling correct, specified menu items on patient trays.
- Check trays for accuracy according to patient's diet prescription and requests. Assess general appearance and quality of tray.
- Ensure patient trays are loaded and delivered in the allotted time.
- Proper use and knowledge of CBORD and Tray Monitor software.
- Inspect unit kitchens for cleanliness and proper rotation and stocking of products.
- Ensure proper guidelines and processes are followed when trays are delivered to patients.
- Manage staff breaks to best meet the volume and demand of patient services and timely tray delivery.
- Ability to communicate with clinical staff.
- Catering
 - Organize and oversee assembly catering orders.
 - Ensure catering orders are delivered and cleaned up on time and that all equipment is accounted for.
 - Organize orders for future deliveries, manage volume to most efficiently utilize resources.
 - Ensure accuracy of orders including overall presentation and quality of food and service.
 - Knowledge of Catertrax system, excellent communication skills and high level of customer service.
- Food Preparation
 - 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. Ability to adjust volume and forecast effectively to manage waste and meet volume.
 - Assess quality of ingredients used in food production.
 - Knowledge of common food allergens and a fundamental understanding of clinical diets and the restrictions associated with each.
 - Develop recipes and menus, accurately test for quality and yield.
 - Ensure recipes are followed for cost control and consistency.
- Sanitation
 - Actively work with sanitation staff to complete assigned tasks. Ensure tasks are completed to the level of expectations set forth by Management.
 - Inspect unit kitchen and dirty cart storage areas for cleanliness.
 - Inspect all sanitation and kitchen areas for cleanliness.
 - Complete and audit temperatures, documentation and proper storage of supplies and chemicals.
- Retail Service
 - Ensure work stations are set up on time with all required foods and utensils for proper portioning.
 - Maintain positive attitude and appearance at all times, hold staff accountable to high levels of customer service.
 - Positively respond to all customer requests.
 - Audit work and storage areas for cleanliness.
 - Assist other employees as needed.
 - Ensure food items are kept stocked and presented appropriately.
 - Communicate menu changes with staff.
 - Make sure all food items offered have appropriate labels/signage.
- Cash Handling
 - Greets and interacts with customers in a friendly and welcoming manner.
 - Knowledge of Micros system, ability to generate reports and compile data.
 - 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.
 - Money balances out correctly and all money is accounted for.
 - Communicates changes to products and pricing with cashiers.
 - Audit cashiers for accuracy.
 - Ensure cashier area is neat, clean and organized.
- Baker
 - Responsible for the preparation of a large volume of bakery products on an ongoing basis with attention to a high level of quality and consistency.
 - Prepares cakes, cookies, bars, sweet rolls, dinner rolls, muffins, biscuits and a variety of other desserts and baked goods for the patients and retail areas.
 - Prepares specialty items for recipe testing and special events.

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- Develops new recipes and updates current recipes as needed and standardizes ingredients and procedures for quality and consistency.
 - Meets deadlines as outlined and completes all assigned tasks.
 - Follows production sheets to make the forecasted amount of product. Plan and implement seasonal menu rotation for baked goods, provide recipes for analysis.
 - Provides leadership and direction to bakers and other staff on shift.
 - Instruct and demonstrate proper principles of baking.
 - Teach operation methods of food service equipment, demonstrate handling and cleaning techniques.
 - Provide production lists and forecasting for bakers.
 - Oversee quality and consistency of baker's products.
- 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	High School Diploma or equivalent.
	Preferred	Associates Degree in Culinary, Hospitality, or Nutrition.
Work Experience	Minimum	Three years food service, hospitality, or customer service experience.
	Preferred	Six months leadership experience.
Licenses & Certifications	Minimum	SERV Safe Certification required within 6 months of obtaining position.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> ● Excellent customer service skills - courteous, positive, and sensitive to customer and patient needs. ● Customer and patient focused. Must have the mindset that the customer or patient always comes first. ● Willing to go the extra mile to help guests, customers, and other staff. ● Must be able to work in a constantly changing environment and rapidly adapt to organizational and departmental change. ● Willingness to work other positions when needed by the operation. ● Ability to problem solve, make decisions, and work independently. ● Communicates effectively by sending, receiving and responding to information ensuring high level of customer satisfaction. ● Excellent verbal and written communication skills including understanding of English language. ● Ability to work in a team and foster an environment of helping others. ● Ability to perform simple to complex math calculations. ● Willing to be a role model for other staff on customer service practices and proper procedures. ● Able to effectively work in all areas in the department, each with varying job duties. ● Able to delegate and communicate assertively without being rude or discourteous with staff. ● Flexibility – willing to work in different areas in the department other than what is scheduled based on operational need.

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

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Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: 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.	Up to 10#	Negligible	Negligible
Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.