**Food Service Worker**

**Major Responsibilities:**

* Performs the warewashing for the department meal service program in accordance with department policy and in compliance with Board of Health Regulations.
	+ 1)Demonstrates team work in the performance of duties
	+ 2)Completes warewashing within the established timeframes
	+ 3)Stores all serving ware (china, trays, flatware, etc.) to meet the operational needs of the individual areas
	+ 4)Washes and sanitizes pots and pans in accordance with department procedure and Board of Health Regulations.
	+ 5)Helps to keep the dishmachine clean and sanitized.
* Prepares patient meals and nourishments that meet the prescribed diet order and customer expectations.
	+ 1)Assembles meal trays accurately while maintaining a high standard for tray appearance and adhering to infection control standards
	+ 2)Demonstrates a commitment to satisfying customer needs and exceeding customer expectations. Uses A.I.D.E.T.
	+ 3)Collaborates with hospital departments and fellow associates to meet customer expectations for service
	+ 4)Follows the Behaviors of Excellence
	+ 5)Assembles and delivers unit supply items and fills out coresponding paperwork
* Practices safety and sanitation guidelines according to Hospital and Health Department regulations.
	+ 1)Collaborates with hospital departments and fellow associates to meet customer expectations
	+ 2)Follows infection control procedures.
	+ 3)Restock assigned area as needed.
	+ 4)Removes garbage and food waste containers from all areas of the department in accordance with department policy and Board of Health Regulations
	+ 5)Performs daily and special cleaning assignments in accordance with department policy and Board of Health Regulations
	+ 6)Washes and sanitizes pots and pans in accordance with department procedure and Board of Health Regulations
	+ 7)Adheres to the dress code including the use of hairnets and non-skid shoes.
* Participates in the department’s Performance Improvement Plan to improve key processes and result areas.
	+ 1)Actively participates in establishing individual development goals
	+ 2)Actively participates in the department’s initiatives to improve key processes, key result areas and customer satisfaction
	+ 3)Collaborates with hospital departments and fellow associates to meet customer expectations
	+ 4)Demonstrates a supportive positive attitude
* Participates in area inservices, training, orientation sessions and meetings
	+ 1)Completes all online safety modules including Business Conduct and HIPPA and others as assigned.
	+ 2)Attends the annual Safety Fair
* Demonstrates customer focused behaviors in day to day interactions with all customer groups.
	+ 1)Addresses customer concerns within the framework of the position. Practices Service Recovery as needed
	+ 2)Acts as a positive role model for peers and fellow associates. Assists with the training of new associates as needed
	+ 3)Delivers and retrieves patient trays within the designated time frame in order to provide a smooth work flow with warewashing
	+ 4)Visits all patients on assigned units to assist in the ordering process and pick-up trays in a timely manner using AIDET and proper infection control practices. Accurately and concisely documents paitent fluid and meal intakes.