

Food Services Jobs & Associated Tasks

Food Service Fundamentals

- Practice Appropriate Personal Hygiene
- Present Professional Clothing & Appearance
- Demonstrate Professional Kitchen Behaviors
- Explain Kitchen Cleanliness/Contamination Concerns
- Demonstrate Competent Operation of Kitchen Equipment
 - Also Cleaning & Simple Maintenance
- Explain Kitchen Fire Safety Procedures
 - Fire Types, Extinguisher Operation, Fire exits
- Explain Kitchen Accident Safety Issues & Procedures
 - Electrical safety, Cuts, Burns, First Aid

Dishwasher

- Wash & Sanitize Silverware & Utensils (does not include kitchen knives)
- Wash & Sanitize Dishes
- Wash & Sanitize Glassware
- Wash & Sanitize Pots & Pans
- Store & Stack Dishes, Pots & Pans
- Operate Dishwashing Machine(s)
- Clean & perform daily maintenance on Dishwashing Machine(s)
- Record water temperatures.

Serving Staff

- Conform to industry/house standards for personal appearance, cleanliness/sanitation
- Greet Customers
- Explain Menu
- Serve:
 - From Line
 - At Table
 - From Buffet
- Prepare Coffee (& other Beverages?)
- Stock Cooler
- Anticipate Line Needs from Kitchen
- Clear Tables
- Clean Dining & Steam Tables
- Restock Condiments, Napkins, Tableware

Cashier

- Manage Cash drawer
- Operate Cash Register
- Learn Menu & Prices
- Perform additional dining room responsibilities as required
 - Arrange & Clean Tables & Chairs
 - Monitor supply of condiments, napkins, silverware, straws etc.
 - Manage coffee station
 - Monitor floor cleanliness
 - Perform other duties as required

Porter

- Perform Floor Maintenance (Wash, sweep, dry)
- Remove Trash (Kitchen & larger receptacles)
- Clean Kitchen: Serving Machines, Carts, Oven, Grill

Inventory Control

- A. Receive Orders & Deliveries
 - 1. Review Invoice: Verify Accuracy/Completeness
 - 2. Identify Surplus items; Missing items
 - 3. Refuse/return delivered items not ordered
 - 4. Inspect Deliveries
 - Verify Expiration Dates
 - Examine Non-Perishable Items for Damage & Contamination
 - Screen for dented cans; damaged cartons/boxes; opened bags
 - Examine Non-Frozen Perishable Items for Spoilage & Contamination
 - Examine Packaging
 - Screen Fresh Meats (Temperature, Smell/Color/Appearance [SCA])
 - Screen Poultry
 - Screen Milk & Dairy Products
 - Screen Fresh Fish, Shellfish, Crustaceans
 - Screen Produce
 - Screen Processed Foods
 - Inspect Frozen Foods: Verify hardness.
 - Inspect Non-Food Item Packaging for Damage.

5. Obtain Credit Slip for:
 Damaged/Unacceptable Items
 Ordered/Not Delivered/Billed items
6. Complete Documentation: sign, retain copies, pass to Purchasing

B. Store Deliveries

1. Perform Freezer Storage
 Follow General Storage Guidelines
 Follow Freezer Storage Guidelines
2. Perform Refrigerator Storage
 Follow General Storage Guidelines
 Follow Refrigerator Storage Guidelines
3. Perform Dry Storage
 Follow General Storage Guidelines
 Follow Dry Storage Guidelines
 Repackage bulk materials
 Check Expiration dates
4. Recycle packaging

C. Fill Requisitions

1. Review Requisition Order
2. Fill Order: check quantity and expiration dates
3. Prepare for pick-up/delivery
4. Complete documentation

D. Maintain Inventory

5. Interact with Kitchen staff
6. Identify needs: upcoming events, ingredients
7. Research market for availability & pricing
8. Place cost-effective orders
9. Interact with vendors

Kitchen Manager

- Create Menus
- Order ingredients
- Schedule kitchen staff: cooks, porters, dishwashers
- Create prep lists
- Supervise/Direct kitchen activity (as required)

Dining Room Manager

- Supervise Cashier
- Determine Menu & Pricing (with Kitchen Manager & Chef)
- Monitor & Maintain dining room necessities
- Coordinate re-order process with Chef/Kitchen Manager/Inventory Control
- Schedule dining room personnel: wait staff, cashiers, bus boys

Banquet Manager

- Interact with clients
- Advise/assist client choices re cost, taste, appearance, nutrition
- Create menus to satisfy client preferences
- Order ingredients to support menu
- Coordinate table/room/area decoration
- Order to support dining environment: flowers, linens, accessories, liquor
- Subcontract as appropriate
- Schedule/hire staff for event
- Market event (where appropriate)
- Coordinate/supervise food preparation
- Supervise execution of event
- Supervise cleanup

Vending Manager

Baker

- Collaborate with Kitchen Manager, Banquet Manager, Chefs re menu needs
- Prepare baked goods
- Maintain cleanliness of area
- Alert Inventory Control re supplies

Sandwich & Salad Prep

Prep Cook

Line Cook

Soft Skills

- Interpersonal Skills
- Interview Skills
- Telephone Behavior
- Know Limitations – Ask for Help

TASKS	KNOWLEDGE	ASSESSMENT	STANDARD
Receive Orders Review Invoice	Invoice Forms & Procedures	<ul style="list-style-type: none"> • Observation: Form Completion 	Pass
Inspect Deliveries	Packaging methods; tags & label ID	<ul style="list-style-type: none"> • Written: Packaging/Label recognition 	Pass
Verify Expiration Dates Examine Non-Perishable Items	Damage characteristics	<ul style="list-style-type: none"> • Performance: Materials Inspection 	100% Mastery
Examine Packaging Examine Non-Frozen Perishable Items	Damage characteristics Cues & Criteria (Temperature, Color, Odor, Texture) for Meats, Poultry, Fish, Shellfish, Crustaceans, Dairy, Produce, Processed Foods	<ul style="list-style-type: none"> • Performance: Packaging Inspection • Observation: Thermometer use • Performance: Foods Inspection • ServSafe Chapter 6 test 	100% Mastery Mastery 100% Mastery Pass
Inspect Frozen Foods	Cues & Criteria (Temperature, etc.) for Meat, Fish, Poultry, Dairy)	<ul style="list-style-type: none"> • Performance: Foods Inspection 	100% Mastery
Inspect Non-Food Items Reject Unacceptable Items Obtain Credit Slips Complete Documentation	Damage characteristics	<ul style="list-style-type: none"> • Observation: Form Completion 	Pass
Store Deliveries Freezer Storage	Relevant Forms & Procedures General Storage Guidelines Food Storage Guidelines/Requirements (Temperature, wrapping, etc.) for Meats, Poultry, Fish, Shellfish, Crustaceans, Dairy, Produce, Processed Foods Shelving Guidelines	<ul style="list-style-type: none"> • Written: Storage guidelines • Performance: Freezer Storage 	Pass Mastery