FOOD SERVICE



Broad Occupational Category - 80

DUTIES AND RESPONSIBILITIES

- *Prepare and cook food items according to menus and dietary restrictions.*
- *Serve food to residents, staff, or customers in various settings. May have to estimate food quantities and monitor consumption levels.*
- *Clean and sanitize kitchen equipment, utensils, and work areas.*
- *Conduct inspections of kitchens and dining areas for cleanliness and safety.*
- *Operate dishwashing equipment and manage dish sanitation.*
- *Train new food service employees or inmate workers in food prep and sanitation.*
- *Monitor food preparation activities to ensure quality and safety standards.*
- *Maintain inventory and order food, staples, and supplies.*
- *Develop and enforce sanitation and food safety standards.*
- *Ensure regulatory compliance with state and federal nutrition and sanitation laws.*
- *Supervise subordinate food service staff, including performance evaluations.*
- *Stock and maintain serving lines with utensils, trays, and supplies.*
- *Maintain and manage food service budgets and cost control measures.*
- *Assist with food delivery to outlying areas within a facility.*
- *Develop and plan menus, including special therapeutic diets.*

NEBRASKA

Good Life. Great Service.

COMPETENCIES

- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Delegation:** Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports finish their own work.

SMART Goal Prompting Questions

1. Prepare and cook food items according to menus and dietary restrictions

- What steps could you take to improve the accuracy and quality of food preparation and cooking?
- How will you measure success, such as fewer errors, improved taste, or compliance with dietary restrictions?
- What tools, recipes, or training could help ensure consistent food quality and safety?
- How does accurate and safe food preparation support resident or customer health and satisfaction?
- By what date or meal cycle will you aim to demonstrate improvements in food preparation?

2. Serve food to residents, staff, or customers in various settings. May have to estimate food quantities and monitor consumption levels

- What strategies could you use to improve food service efficiency and accuracy?
- How will you measure success, such as reduced waste, correct portioning, or higher satisfaction?
- What tools, techniques, or processes could help improve serving accuracy and monitoring of consumption?
- How does effective food service support customer satisfaction, nutrition, and operational efficiency?
- By what date or service period will you aim to implement improvements in food serving and monitoring?

3. Clean and sanitize kitchen equipment, utensils, and work areas

- What steps could you take to improve the thoroughness and consistency of cleaning and sanitizing?
- How will you measure success, such as reduced contamination risks or higher sanitation inspection scores?
- What tools, checklists, or procedures could help ensure proper cleaning and sanitation?
- How does effective cleaning and sanitation support health, safety, and regulatory compliance?
- By what date or cleaning schedule will you aim to demonstrate improvements in sanitation practices?

4. Conduct inspections of kitchens and dining areas for cleanliness and safety

- What steps could you take to improve inspection accuracy and consistency?
- How will you measure success, such as fewer violations, faster inspections, or better compliance?
- What tools, checklists, or procedures could help ensure thorough inspections?
- How does accurate inspection support health, safety, and operational standards?
- By what date or inspection cycle will you aim to implement improvements in kitchen and dining area inspections?

5. Operate dishwashing equipment and manage dish sanitation

- What strategies could you use to improve dishwashing efficiency and sanitation quality?

- How will you measure success, such as fewer sanitation issues or faster processing times?
- What tools, equipment, or procedures could help ensure clean and safe dishes?
- How does effective dishwashing and sanitation support food safety and customer satisfaction?
- By what date or work cycle will you aim to demonstrate improvements in dishwashing practices?

6. Train new food service employees or inmate workers in food prep and sanitation

- What steps could you take to improve the training process for new staff or workers?
- How will you measure success, such as faster skill acquisition or fewer errors by trainees?
- What materials, demonstrations, or mentoring methods could help enhance training effectiveness?
- How does effective training support food safety, efficiency, and quality?
- By what date or training cycle will you aim to implement improvements in staff training?

7. Monitor food preparation activities to ensure quality and safety standards

- What strategies could you use to improve monitoring of food prep for safety and quality?
- How will you measure success, such as fewer errors, higher compliance, or improved product quality?
- What tools, checklists, or procedures could help improve oversight of food prep activities?
- How does effective monitoring support safe and high-quality food service?
- By what date or meal cycle will you aim to implement improvements in monitoring food preparation?

8. Maintain inventory and order food, staples, and supplies

- What steps could you take to improve inventory management and ordering accuracy?
- How will you measure success, such as reduced shortages, improved stock accuracy, or cost savings?
- What tools, tracking methods, or procedures could help ensure efficient inventory management?
- How does accurate inventory support consistent food service and operational efficiency?
- By what date or ordering cycle will you aim to demonstrate improvements in inventory management?

9. Develop and enforce sanitation and food safety standards

- What actions could you take to strengthen food safety and sanitation enforcement?
- How will you measure success, such as fewer violations or higher inspection scores?
- What procedures, checklists, or training could help ensure standards are consistently applied?
- How does enforcing sanitation and food safety standards support resident or customer health?
- By what date or operational cycle will you aim to implement improvements in food safety standards?

10. Ensure regulatory compliance with state and federal nutrition and sanitation laws

- What strategies could you use to improve compliance with nutrition and sanitation regulations?
- How will you measure success, such as passing inspections or reducing compliance issues?
- What tools, references, or training could help maintain consistent regulatory compliance?
- How does regulatory compliance support safety, health, and operational integrity?
- By what date or inspection cycle will you aim to implement improvements in regulatory compliance?

11. Supervise subordinate food service staff, including performance evaluations

- What steps could you take to improve staff supervision and performance management?
- How will you measure success, such as improved team performance, reduced errors, or higher satisfaction?
- What tools, coaching techniques, or evaluation methods could help improve supervision?
- How does effective supervision support team efficiency, food quality, and safety?
- By what date or review cycle will you aim to implement improvements in staff supervision?

12. Stock and maintain serving lines with utensils, trays, and supplies

- What actions could you take to improve stocking and maintenance of serving lines?
- How will you measure success, such as fewer shortages, faster restocking, or improved service flow?
- What tools, procedures, or organizational methods could help ensure serving lines are fully stocked?
- How does efficient serving line management support smooth service and customer satisfaction?
- By what date or service cycle will you aim to demonstrate improvements in serving line maintenance?

13. Maintain and manage food service budgets and cost control measures

- What strategies could you use to improve budgeting and cost control in food service operations?
- How will you measure success, such as reduced waste, lower costs, or improved financial tracking?
- What tools, procedures, or reporting methods could help maintain budget accuracy and cost efficiency?
- How does effective budget management support sustainable and efficient food service operations?
- By what date or fiscal period will you aim to implement improvements in budget management?

14. Assist with food delivery to outlying areas within a facility

- What steps could you take to improve the efficiency and accuracy of food delivery?

- How will you measure success, such as faster delivery, correct orders, or improved satisfaction?
- What tools, procedures, or planning methods could help improve delivery operations?
- How does effective food delivery support customer satisfaction and operational efficiency?
- By what date or service cycle will you aim to demonstrate improvements in food delivery?

15. Develop and plan menus, including special therapeutic diets

- What strategies could you use to improve menu planning and the inclusion of therapeutic diets?
- How will you measure success, such as fewer errors, higher satisfaction, or compliance with dietary requirements?
- What tools, references, or collaboration could help create nutritious and compliant menus?
- How does effective menu planning support health, nutrition, and satisfaction of residents or customers?
- By what date or menu cycle will you aim to implement improvements in menu planning?