

UW HEALTH JOB DESCRIPTION

Culinary Retail Food Assistant

Job Code: 430022	FLSA Status: Non-Exempt	Mgt. Approval: L. Bote	Date: July 2022
Department: Culinary Services		HR Approval: S. Whitlock	Date: July 2022

JOB SUMMARY

The Retail Food Assistant supports the various retail food operations throughout the system in the and is responsible for ensuring the right food is safely provided to the right customer at the right time. Responsibilities include accurately setting up meal service lines, portioning food items, serving meals, working as a short order line cook and cashiering. This is a customer facing role and requires interacting with patients, families, staff and visitors. Staff work in a fast-paced team environment and must comply with the Wisconsin Food Code, UW Health infection control standards and ServSafe guidelines to ensure customer and food safety.

MAJOR RESPONSIBILITIES

- Provide excellent customer service for all patients, families, staff and visitors.
 - Prioritize greeting, interacting, and serving all guests in the various food service venues.
 - Accurately set up, and breakdown workstations with required food, signage and service utensils.
 - Maintain a clean, sanitized and presentable food service areas, cashier stations and dining areas.
 - Assist coworkers and guests to enhance their experience to the best of your ability.
- Follow all UW Health guidelines and policies regarding food safety and sanitation as applicable to work area.
 - Apply universal precautions in food handling, food stock maintenance, sanitation processes, and ensure rotation principles of first in, first out (FIFO) are followed and critical control points maintained for food safety.
 - Ensure all temperature logs are completed appropriately.
 - Participate in training new staff.
 - Actively participating in continuous quality improvement efforts to improve employee well-being and workflow efficiencies.
- Food and Meal Assembly
 - Using proper food handling and portioning guidelines and assemble guest orders in a polite and professional manner.
 - Proper portioning, dating and packaging menu items according to forecasted amounts for all food service venues.
 - Knowledgeably answer customer questions regarding ingredients and allergens.
 - Replenish supplies in a timely manner.
- Payment and Cash Handling
 - Greet and interact with customers providing efficient and accurate payment transactions in a professional manner.
 - Politely and professionally respond to guest questions and comments.
 - Maintain a clean, organized, stocked and sanitized cashier station.
- Retail Service and Stocking
 - Stock all fresh food, packaged food and beverage displays ensuring the items are properly labeled, dated and priced.
 - Regularly clean, sanitize and maintain food and beverage displays.
 - Appropriately discard any out of date or expired products in all food venues.
- Sanitize Dishes, Cookware, Equipment and Environment following all Food Safety Guidelines
 - Collect and transport soiled service ware, cookware, utensils and holding pans from service areas to designated area.
 - Scrape, wash, restock, organize soiled service ware, cookware, utensils and holding pans as needed for service and restock work area with clean items.
 - Clean, sanitize and dust all food and beverage displays, equipment, floors, coolers, freezers hoods and ovens, etc.
 - Remove and dispose of trash and recycling.

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

JOB REQUIREMENTS

Education	Minimum	
	Preferred	High school diploma or GED.
Work Experience	Minimum	
	Preferred	Food service and/or customer service experience.
Licenses & Certifications	Minimum	
	Preferred	ServSafe Certification.

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Ability to be courteous, positive, and sensitive to customer and patient needs while multi-tasking and problem solving in a rapidly changing organization and department. Ability to stand and/or walk throughout shift while lifting items. Ability to solve problem and work independently. Communicates effectively by sending, receiving and responding to information ensuring high level of customer satisfaction. Ability to work in a team and foster an environment of helping others. Basic computer knowledge and math proficiency. Ability to work in different areas in the department 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,				
<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)			
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)			
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)			
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> 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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%; padding: 5px;">Occasional Up to 33% of the time</th> <th style="width: 25%; padding: 5px;">Frequent 34%-66% of the time</th> <th style="width: 25%; padding: 5px;">Constant 67%-100% of the time</th> </tr> </table>	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
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<input type="checkbox"/> 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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Up to 10#</td> <td style="width: 25%; padding: 5px;">Negligible</td> <td style="width: 25%; padding: 5px;">Negligible</td> </tr> </table>	Up to 10#	Negligible	Negligible
Up to 10#	Negligible	Negligible		
<input type="checkbox"/> 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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Up to 20#</td> <td style="width: 25%; padding: 5px;">Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td> <td style="width: 25%; padding: 5px;">Negligible or constant push/pull of items of negligible weight</td> </tr> </table>	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
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<input checked="" type="checkbox"/> Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">20-50#</td> <td style="width: 25%; padding: 5px;">10-25#</td> <td style="width: 25%; padding: 5px;">Negligible-10#</td> </tr> </table>	20-50#	10-25#	Negligible-10#
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<input type="checkbox"/> Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">50-100#</td> <td style="width: 25%; padding: 5px;">25-50#</td> <td style="width: 25%; padding: 5px;">10-20#</td> </tr> </table>	50-100#	25-50#	10-20#
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<input type="checkbox"/> Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Over 100#</td> <td style="width: 25%; padding: 5px;">Over 50#</td> <td style="width: 25%; padding: 5px;">Over 20#</td> </tr> </table>	Over 100#	Over 50#	Over 20#
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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 40px;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>			

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.