

UW HEALTH JOB DESCRIPTION

LEAD CULINARY SERVICES

Job Code: 430011	FLSA Status: Non-Exempt	Mgt. Approval: M. Waltz	Date: July 2022
Department: Culinary Services		HR Approval: S. Whitlock	Date: July 2022

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 food code and ServSafe guidelines. This position requires the ability to organize daily tasks to complete job duties during constantly changing conditions and to provide guidance to staff. This position will work closely with Culinary Services Management.

MAJOR RESPONSIBILITIES

- Ensure that all team members provide outstanding customer service and compassionate patient care
 - Coach staff to prioritize patient and customer care above all other duties.
 - Demonstrate & reinforce Respect for People in all interactions.
 - Provide assistance to team members in need.
 - Ensure that questions and complaints are responded to in a polite and timely manner.
 - Manage resources effectively and efficiently to meet operational needs.
- Identify, lead and champion continuous quality improvement efforts to improve employee well-being and workflow efficiencies.
- Ensure that all team members follow all UW Health guidelines and policies regarding food safety and sanitation as applicable to work area.
 - Apply universal precautions in food handling, tray delivery, food stock maintenance and sanitation processes, and ensure rotation principles of first in, first out (FIFO) are followed and critical control points maintained for food safety.
 - Ensure that floors, surfaces and equipment are clean and sanitized.
 - Use correct, safe methods when using equipment.
 - Prepare, review and coach staff on proper use of temperature logs.
- Act as an effective Leader for the Culinary Services Department and the Organization.
 - Lead by example in all tasks and duties setting the pace and standards.
 - Observe and ensure that all operations are running on time and according to proper procedures.
 - Delegate tasks and objectives to employees.
 - Keep staff informed on changes in departmental and organizational activities and policies.
 - Lead meetings, in-services, and forums as needed.
 - Coordinate and manage employee schedules including filling vacant shifts.
 - Train and orient employees.
 - Share concerns and suggestions with supervisors and managers.
 - Ensure proper use, maintenance, and repair of equipment and organize these activities.
 - Escalate disciplinary concerns to management as appropriate.
 - Escalate equipment needs including repair & replacement to management as appropriate.
 - Oversee the operation and problem solve in the absence of a supervisor.

Leads in Patient Meals Operations will be responsible to:

- Ensure safe & efficient assembly and delivery of meals for patients & guests
- Perform final checks on patient meal trays to support patient nutrition with meals prepared correctly and presented well.
- Ensure that meals are prepared accurately according to individual menu tickets.
- Ensure that all staff recognize and consistently follow all patient safety protocols.
- Ensure that menu items are portioned and packaged correctly using established recipes and standards according to par levels and that supplies are replenished in a timely manner.
- Communicate with Culinary Call Center Representatives and patient care staff as needed.
- Ensure that correct meal trays are delivered to correct patient following patient safety protocols and customer service standards.
- Ensure that food and supplies are delivered to nourishment rooms, ensuring appropriate par levels are maintained and food safety standards followed.

UW HEALTH JOB DESCRIPTION

- Inspect nourishment rooms for cleanliness & delegate cleaning tasks.
- Ensure collection of soiled dishes & cookware from patient care areas and kitchen.
- Complete warewashing cycles.
- Ensure distribution of clean dishes and cookware to appropriate storage areas.

Leads in Catering and Food Preparation and Production will be responsible to:

- 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 and manage volume to most efficiently utilize resources.
- Ensure accuracy of orders including overall presentation and quality of food and service.
- Possess knowledge of catering software system.
- Complete food preparation and production.
- Follow proper portion control according to established procedures.
- Assess quality of ingredients used in food production.
- Possess knowledge of common food allergens and a fundamental understanding of clinical diets.
- Develop recipes and menus.
- Ensure recipes are followed for cost control and consistency.

Leads in Retail Food Venues will be responsible to:

- Ensure food stations are set up on time with all required foods and utensils for proper portioning.
- Audit work and storage areas for cleanliness.
- Ensure food items are kept stocked and presented appropriately.
- Communicate menu and other changes with staff.
- Make sure all food items offered have appropriate labels/signage.
- Handle register transactions accurately, including cash handling.
- Possess knowledge of retail food software system.
- Respond to customer needs and feedback.
- All required forms are completed on time and in accordance with procedures.
- Ensure 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.
- Perform Other Duties as assigned.

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(3) years food service, hospitality, or customer service experience.
	Preferred	Six (6) months leadership experience.
Licenses & Certifications	Minimum	ServSafe 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.

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> 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 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,			
<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		Occasional Up to 33% of the time	Frequent 34%-66% of the time
		Constant 67%-100% of the time	
<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.	Up to 10#	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.	Up to 20#	Negligible or constant push/pull of items of negligible weight
<input type="checkbox"/>	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#
<input type="checkbox"/>	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#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
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.