



# Riverwood Square

<b>ADMINISTRATION MANUAL</b>			
<b>SUBJECT:</b> Job Description Servers			<b>PAGE:</b> 1 of 3
<b>DEPARTMENT:</b> Food Services		<b>EFFECTIVE:</b> November 2010	

**Position Title:**

Food Service Server

**Position Summary:**

The food service server is responsible for serving meals to residents. They shall ensure food is served according to standard and formal dining procedures. They shall follow the instructions and assist the cook in food preparation and presentation from the kitchen as well as assisting with dishwasher duties. They shall clear tables and deliver dishes to the dishwasher. They shall assist in banquet and catering functions as assigned. They shall assist other departments as assigned.

**Responsible to / Reports To:**

Dining Room Supervisor; Food Services Manager; Food Service Supervisor

**Qualifications:**

- **Education**
  - Food Handling Certificate an asset
  - WHIMIS Training an asset
  - Serving It Safe Certificate required.
- **Experience**
  - Life and work experience in working with older adults preferred
  - Experience in formal dining room setting an asset or a willingness to learn
- **Knowledge, Abilities and Skills / Key Competencies**
  - Effective written and oral communication skills in English
  - Ability to work independently and safely with minimal supervision
  - Must be flexible and able to adapt to change on a day to day basis
- **Criminal Record check required (including Vulnerable Persons / Abuse registry check)**

## **Position Duties and Responsibilities:**

### **1. Quality Resident Service**

- Participates in proper storage and labelling of food supplies and food, including leftovers.
- Greets and meets Residents and their guests as they arrive in the dining room, seats them at the table and takes their food order.
- Serves food to the Residents and their guests according to their individual choice and preferences.
- Inquires of the Resident and their guests if the food meets their expectations.
- Relays any concerns to the Dining Room Supervisor, Food Services Manager or Food Services Supervisor
- Removes dishes from the table using formal dining procedure.

### **2. Environmental Services**

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines. .
- Ensures safe food handling practices.
- Uses infection control techniques in preparation of food, clean up of food preparation area and maintenance of equipment.
- . Disposes of food waste appropriately as assigned.

### **3. Social Environment**

- Participates in and encourages meaningful social and recreational activities, respecting individual choice.
- Ensures the Dining Room is welcoming to Resident's and their guests
- Reports complaints to Dining Room Supervisor, Food Services Manager or Food Services Supervisor informing resident that their concerns will be met

### **4. Health and Safety**

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

### **5. Administrative**

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.

- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns
- All staff are responsible for ensuring the safe, economical and efficient use and maintenance of resources, equipment and supplies.
- All staff must adhere to site policies and procedures.

#### **6. Interpersonal Skills**

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions and attitude.
- Promotes the site in a positive manner demonstrating a commitment to its service excellence.
- Builds and maintains friendly, reciprocal and warm relationships with individuals and groups
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands and responds appropriately when interacting with the resident, resident's family and visitors
- Works effectively within a team environment
- Works collaboratively with supervisory/management staff.

#### **7. Continuing Education**

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

#### **8. Other duties**

- Other duties as assigned