

**GENERAL DESCRIPTION OF CLASS**

The FOOD SERVICE WORKER 2 performs a variety of routine and semiroutine food service activities such as preparing, cooking, and serving simple foods in a volume dining or food service facility.

**DISTINGUISHING FEATURES**

This is the second level of a four-level series. It is distinguished from the lower level by having regular responsibility for preparing simple foods such as salads, dressings, sandwiches, eggs, fruit, and pudding in a volume dining or food service facility. It is distinguished from the higher levels by the lack of responsibility for nonroutine tasks of a dining or food service facility such as maintaining food products and supplies, collecting and verifying daily labor and cash report information for the supervisor. This level has a lack of responsibility for directing lower-level food service workers and/or residents or students in food preparing, serving, distributing, and cleaning activities.

**DUTIES AND RESPONSIBILITIES**

- 1. Food Preparation.** Typical tasks: prepares simple foods according to standardized menus, recipes, or verbal instructions given by supervisor; makes salads, dressings, gelatin, toast, or sandwiches; grills sandwiches, pancakes, eggs, french toast, and hashbrowns and toast; cleans, cuts, and chops vegetables and fruits; slices meats, cheeses, and breads; cuts desserts; adjusts recipe quantities to eliminate excessive waste of food products; may assist lower-level staff members by filling drink machines, mixing beverages, making coffee, and preparing sack lunches or snacks; uses various types of commercial kitchen equipment such as mixers, slicers, and choppers; prepares simple desserts such as pudding, cobbler, and loaf cakes; slices and wraps bread and other baked items; checks for proper temperature of prepared foods with thermometer; observes food to be sure it is visually appealing.
- 2. Food Service Activities.** Typical tasks: may serve food items on the serving line; portions food items for residents' trays according to each resident's diet card; checks diet change sheets for modifications to resident's diet; some employees may be assigned the role of checking trays to be sure staff members accurately follow diet cards; pours juice, coffee, and other drinks; wraps utensils and places on trays; microwaves specified food items; may count all utensils before and after meals as a security measure; records utensil and tray count and food items not eaten; some employees may assist lower-level staff members by maintaining adequate supplies of dishes, cups, flatware, and napkins for the serving line and setting up and refilling condiments, dispensers, and food pans.
- 3. Cleaning Activities.** Typical tasks: cleans sinks, counters, fountains, and serving area; sweeps and mops floors; wipes spills; collects and removes trash; replaces trash-can liners; washes trays and carts; sorts and stacks dishes, glasses, and utensils; some employees may assist the lower-level food service workers by washing dishes, pots, and pans; filling and emptying dishwasher; stacking clean dishware; and cleaning coffee pots, blenders, pop machine dispensers, ice cream maker, hot chocolate machines, and other commercial equipment; may clean delivery vehicles.
- 4. Miscellaneous.** Typical tasks: may instruct and provide assistance to residents or students and/or other food service workers in food preparing, distributing, and cleaning; ensures that residents or students

fill diet trays properly and that food carts are properly loaded; responds to questions, compliments, or complaints concerning the food or service from resident or student customers; assists staff members with special meal functions by setting and decorating tables; may transport food supplies and meals using a variety of carts and vehicles.

### **RELATIONSHIPS WITH OTHERS**

Employees in this class have regular in-person contact with residents, students, and/or the public while serving food and cleaning food service area.

### **SUPERVISION RECEIVED**

Employees in this class receive general supervision from a manager or supervisor who assigns work verbally or through written instructions. Work is reviewed by observation on a daily basis to ensure work standards and procedures are followed and to ensure conformance with safety and sanitation procedures. Employees in this class follow State health, safety, and sanitation regulations pertaining to volume dining or food service facilities. Work schedules and standardized menus/recipes are followed to prepare simple foods scheduled for that day. Food service policies and procedures are also used as guidelines when performing the work.

### **GENERAL INFORMATION**

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location and purpose.

**KNOWLEDGE, SKILLS, AND ABILITIES (KSA)**

Basic knowledge of spoken and written English sufficient to understand instructions.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division, percentages).

Skill in preparing simple foods and desserts such as salads, dressing, sandwiches, pancakes, eggs, hashbrowns, pudding, and gelatin.

Skill in the proper use of materials and equipment used in a volume dining or food service facility.

Skill in practicing good personal hygiene.

Skill in applying State health, safety, and sanitation regulations and procedures as they pertain to operations of a volume dining or food service facility.

Skill in working in a dining or food service facility stacking dishes, cups, and flatware; portioning food items; and clearing and cleaning tables, counters, fountains, serving areas, equipment, and work areas.

Skill in maintaining production as required by standardized menus, recipes, and work schedules.

Skill in operating commercial equipment such as mixers, slicers, choppers, and grills.

Ability to follow and apply food service policies and procedures.

Ability to learn and follow therapeutic diets.

Ability to communicate orally with other staff, residents, students, or the public.

Ability to follow verbal and written instructions.

Ability to walk or stand for extended periods time.

Ability to safely perform repetitive moderate to heavy lifting.

Ability to adapt to changing work schedules and workloads.

Ability to handle and use chemicals and disinfectants with safety.

Some positions in this class may require the following:

Ability to check trays to ensure diet cards have been accurately followed.

**SPECIAL QUALIFICATIONS**

Some positions require the ability to obtain the appropriate county food handler's card.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.