

HERITAGE POINTE

Seniors Living in the Jewish Tradition

No matter what your job/position is at HP, you share with all the people here, one principle function - to ensure our Residents receive the best care and service ...the one thing you will always be held accountable for is the exercise of your best judgment.

CURRENT REVISION DATE: June 2017

POSITION TITLE: SERVER/BUSSER

POSITION CATEGORY: Non-exempt, Full time, Part time, Evenings and Weekends

POSITION REPORTS TO: Dining Room Manager, Lead Servers

I. BASIC PURPOSE OF POSITION:

Responsible for serving breakfast, lunch and dinner to Residents, family members, potential Residents, and guests in an efficient and timely manner. Observes, follows and respects the Jewish Tradition in food preparation and delivery. Delivers room trays to apartments as needed. Ensure that the Café and common areas are stocked with food and beverage items as directed.

II. CUSTOMERS/CLIENTS SERVED BY POSITION:

Residents, family members, potential Residents, guests, Board members, volunteers and staff.

III. OUTCOME WHEN JOB IS DONE WELL:

Residents, family members, guests or potential Residents will have a sense of pride in our food service program. The Residents will enjoy bringing guests to dine. The Dining Room will be a strong marketing tool to help potential Residents' decision. The Dining Room will have a good reputation in the community. All areas that are overseen by the Food Service Department will receive exceptional reviews.

IV. EDUCATION REQUIREMENTS:

None required.

V. EXPERIENCE REQUIREMENTS:

On the job training offered.

VI. SKILLS, LICENSE, CERTIFICATION AND/OR SPECIAL TRAINING REQUIREMENTS:

Able to be a team player. Able to pass pre-employment physical, drug test, TB exam, and obtain a fingerprint clearance, as required by our licensure.

Must be able to meet the State requirements for ongoing training.

VII. ESSENTIAL JOB DUTIES THAT MUST BE SAFELY PERFORMED WITH OR WITHOUT REASONABLE ACCOMMODATION OR WITHOUT POSING A DIRECT THREAT TO OTHER EMPLOYEES, RESIDENTS OR STAFF.

1. Obtain orders, serve meals promptly and courteously.

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2. Clear and reset tables – using like-items on each table.
3. Clean spills on chairs and carpet after meals.
4. Complete appropriate side-work as assigned.
5. Ensure that all the sugars and condiments on the tables are fully stocked.
6. Utilize the Kallpod system with each meal and report any malfunctions to your supervisor.
7. Positive attitude for a pleasant serving atmosphere.
8. Reviews station assignment and be prepared to serve when Residents arrive.
9. Keep the Cafe and other common areas fully stocked with snacks and beverages and maintain their appearance.
10. Delivers tray orders to Residents apartments.
11. Able to be a team player and demonstrates positive attitude and ability to work well with people and staff.
12. Able to lift tray filled with three plates regularly and five plates for special events.
13. Observes safety rules. Reports any incident immediately to supervisor on-duty.
14. Understand the responsibilities of the position from opening to closing the dining room.
15. Understands emergency policies and procedures for Residents evacuation from the dining room.
16. Become familiar with Jewish dietary laws.
17. Monitor, prepare, serve, help the Lead Servers set up and serve for special events, as needed. Break down all special events involving Food Service.
18. Greet and seat all Residents in a courteous and helpful manner.
19. Assist with maintaining the inventory in the kitchen and Dining Room.
20. Other duties as assigned.

Factors affecting work performance – attendance, dependability, achievement, interpersonal skills

- A. Make time at work to have fun, laugh, breathe and smell the roses.
- B. Regular, punctual attendance. Flexible schedule to include weekends, evenings and holidays.
- C. Timely completion of work assignments.
- D. Attends and participates in general staff and department meetings.
- E. Be a team player and able to get along well with co-workers and other departments.
- F. Become familiar with the Employee Handbook and follow the facility policies and procedures.
- G. Park in the designated staff areas.
- H. Wear your assigned uniform and name badge each day at work.
- I. Maintain your training requirements and compliance with State regulations.

Mission, Vision, Policy and Regulations – HP Philosophy, adherence to policy, judgment

1. Familiarize self with and follow Heritage Pointe mission/vision, rules, policies and procedures and the same with the Jewish tradition as it relates to our Residents, family and guests.
2. Observes safety regulations; to include but not limited to wearing appropriate safety equipment, reporting all work-related injuries, using proper body mechanics, responding to fire and disaster alarms and wearing name badge.

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3. Wear appropriate clothing per facility dress code.
4. Follow timekeeping policy by utilizing time clock to report all hours worked and take all mandatory rest and 30-minute meal breaks (by the fifth hour of work unless six hours completes the day). All OT must be authorized by your supervisor.
5. As a matter of HP policy and federal and state law; confidentiality and privacy policy, applies “minimum necessary”, “needs to know” guidelines on all Protected Health Information and reports any non-compliance violations to Privacy Officer.
6. As a mandated reporter per DOJ requirements; attends Mandated Reporter Abuse training meetings, will report all abuse incidents; physical, emotional, financial, sexual, verbal, completing the:
 - a) SOC 341 form, mailing or faxing,
 - b) calling the ombudsmen and/or department of health services; for Assisted Living and Independent Living, call ombudsmen, and APS (adult protective services), and
 - c) informing supervisor so Residents can be protected.
7. Follow the corporate compliance standard and employee code of conduct, of performing work with an ethical behavior and utilizing proper business conduct and professional practice, that complies with applicable laws, rules and regulations; as serving the Residents, preserving the organizational reputation, maintaining Residents/employee trust, community respect. Reports non-compliance or concerns to Corporate Compliance Officer.

VIII. EQUIPMENT REQUIRED IN THE PERFORMANCE OF ESSENTIAL JOB DUTIES:

Vacuum cleaner, food & beverage equipment; i.e., coffee machines, pots, china, glassware, and silverware, linens, ice machine, soda dispenser, broom, mop, carts, juice machine, hot soup dispenser, toaster, microwave, freezer, calculator, refrigerator.

I, (Print Name) _____, have read the job description entitled **Server**, and pledge to perform to the best of my ability each duty and responsibility to the highest standard possible. I also understand that this job description does not imply a contract or agreement. It outlines the job duties for the position of Server only. Further, I am committed to understanding the sensitive, ethical and confidential nature of the position and realize that comprising this could lead to immediate consideration of termination. Employment at Heritage Pointe is “At Will”. For any reason, at any time, with or without cause or notice, Heritage Pointe or myself may terminate the employment relationship.

Server’s Signature

Date

Dining Room Manager’s Signature

Date

Human Resources Signature

Date

****A signed copy of this job description will be placed in your personnel file for future referencing and used for evaluation purposes throughout the year. This format is the authorized form for all job descriptions at Heritage Pointe.***