

STATE OF ALASKA

COMPETENCY SPECIFICATION

Occupational Group: LABOR TRADES AND CRAFTS

CAREER AREA: ***FOOD SERVICE*** 9101
9101- 61
9101-57
9101-56
9101-53

Definition: Occupations involved with the planning, preparation or serving of food and drink, includes the full range of food items and preparation methods (e.g., preparing raw foods, cutting meats, cooking by baking, frying, sautéing, broiling, steaming, and grilling), and/or serving, cleaning and washing equipment and areas.

Levels:

Competencies are the required knowledge, skills, abilities and work behavior demonstrated and required for the on-going essential functions of the job. Possession of competencies alone *will not* automatically advance an incumbent; rather, the incumbent must demonstrate and use the competency in the on-going performance of *assigned* duties.

SUB-JOURNEY: Worker performs the more routine, non-specialized and repetitive tasks that do not require the more specialized skills. Basic tasks are those of progressive difficulty and performed under direct supervision until proficiency is demonstrated.. The designation of Sub-journey does not infer that the work must be always in the company of another and/or higher level employee.

9101-61 This level does routine and repetitive kitchen tasks such as simple food preparations prior to cooking or serving raw; compiles and prepares ingredients prior to cooking. Sets tables, serves food and cleans-up food service equipment and areas. In certain instances, some positions assigned to other food staff may assist the journey level with simple cooking. (Common Working Titles: Food Service Worker, Senior Food Service Worker, Cook's Helper, Assistant Cook)

JOURNEY: Worker is fully proficient. Work is performed independently, using standard methods and techniques, and consists of assignments that are typical of the occupational field. Journey workers can use a variety of interrelated skills to independently complete work that conforms to industry standards. The work may require proof of competence, training or certification.

9101-57 This is the fully proficient in the independent preparation by any method of the full range and variety of menu items from standardized and portion size recipes, dietary manuals, oral or written instructions and cycle menus including preparing modified diets. May direct lower level kitchen tasks performed by others regarding the serving of food, kitchen cleanup procedures and minor food preparation, such as peeling vegetables, making toast, mixing juice, etc. (Common Working Title: Cook)

LEAD: Worker performs the work and leads a group of other workers as defined by the collective bargaining unit contract, by directing and reviewing tasks. Lead worker assigns work; sets schedules and priorities; determines methods; provides training and instruction; evaluates and approves completed tasks.

9101-56 This level performs journey level work and directs and reviews the tasks assigned to journey and lower-level food service staff. Assists with or makes modifications to menus and standardized recipes and in preparing the most complex foods or pastries. Within established guidelines, may be responsible for inventory, ordering and budget control for a kitchen or a shift. (Common Working Title: Lead Cook, Shift Leader)

FOREMAN: Worker who acts as an intermediary between workers and management to organize, assign and directly supervise the work of a labor, trades and crafts occupational group. The worker is accountable for the quality and quantity of the work accomplished.

9101-53 This level directs and reviews tasks assigned on the day-to-day food service operation typically with multiple shifts and at least one subordinate lead cook. Coordinates and evaluates the food production quantity/quality controls. Within guidelines, maintains inventory, orders food and supplies and is responsible for budget controls. Approves instructions and recipes as prescribed by medical staff or dietitian for the preparation and distribution of regular and modified diet menus.

Essential Core Competencies: “Common or typical” to the career area, and required of all levels as appropriate to the specific position. *These are included in the position description and performance evaluation review process.*

Food Service

core

Knowledge of

- food terminology, measuring devices, kitchen equipment and serving information
- personal hygiene, general sanitation and safe work standards to safely use and clean kitchen. food service equipment and dining area.

Ability to

- communicate effectively with staff and customers
may include requirement in English to:
 read speak
 write understand
- read, understand and follow written policies and procedures, safety data sheets, diet cards and work assignments
- keep records and complete forms following procedures
- recognize produce and food products which do or do not meet quality standards
- meet quality/quantity control, safety and sanitation standards
- perform tasks in logical sequence
- select guidelines, standards or procedures appropriate to the task
- do simple arithmetic calculations and record appropriately
- assist in preparing foodstuffs which meet the standards of taste, temperature, appearance, texture and diet requirements if applicable to the work assignment

- demonstrate a customer service orientation and display sensitivity and interest in customer concerns, needs and limitations
- adapt to a changing conditions, schedules or meal requirements on short notice

Skill in

- weighing, measuring and assembling ingredients to prepare beverages and foods for cooking or serving
- serving beverages and foods in the proper portions, manner and sequence and with proper table setting techniques

Essential Technical Competencies related to the occupational field specifically:

These are included in the position description and performance evaluation review process

SUB-JOURNEY level workers will be required to meet the following

TO:

- have the aptitude to develop, practice and use needed skills and work behaviors
- apply verbal and written instructions to individual and grouped tasks
- perform routine tasks with consistent results
- recognize situations requiring additional supervision or instruction in order to request assistance
- apply acquired skills, knowledge and abilities to new tasks
- learn proper usage and care of tools and equipment of the trade or craft

FOOD SERVICE Sub-Journey 9101-61

in addition

Knowledge of and Ability to

- use kitchen tools and cleaning equipment safely and effectively
- demonstrate and model adherence to personal conduct, security and property protection standards
- demonstrate effective communication skills

Knowledge of and Ability to

- demonstrate food handling techniques to prevent food-borne illness
- prepare and set up for special events and/or meals
- prepare and serve nutritional snacks and beverages
- adhere to confidentiality requirements for medical and personal information

EXAMPLES OF DUTIES:

Slices bread, cuts butter, sacks dry goods, cuts and slices vegetables, portions food for serving, fills serving containers.

Cleans and mops dining areas, cleans kitchen and table surfaces and equipment.

Cleans dishes, pots and pans.

JOURNEY level workers will be required to meet the following

TO:

- have the required skills to handle difficult problems encountered
- have comprehensive knowledge of the subject or occupational area
- use judgment in determining actions
- exercise independence in determining actions
- plan and lay out work (i.e. determine how to do one's own work)
- make appropriate choice among alternatives
- complete work with only limited instruction and/or little or no advice
- proceed with work without having results or products generally reviewed in progress

FOOD SERVICE Journey 9101-57

in addition

Knowledge of

- the practices, methods and procedures of volume food preparation, cooking times and serving temperatures
- food handling, storage and rotation techniques to avoid cross contamination and recognize critical control points
- regular or modified diets/menus, content and limitations

Ability to

- prepare several menu items simultaneously, which may include both hot and cold items
- follow specific instructions related to preparing foods for modified diets, or for needs of wildland fire fighting personnel
- use dietary instructional manuals
- ensure adequate kitchen and food supplies and equipment repair
- plan and prepare meals for transport to field operations areas may be a unique requirement of some positions

Skill in

- preparing, seasoning, cooking and baking the full range of foodstuffs which meet the standards of taste, temperature, appearance, texture and diet requirements

EXAMPLES OF DUTIES:

Gathers, prepares, mixes, bakes or cooks a variety of meats, seafood, vegetables, sauces, salads, breads and pastries, often concurrently and according to regular and modified diet requirements.

Recommends changes to menus, improvements in food preparation methods, policies or procedures and substitutions.

Inspects work products and assists in food service and kitchen clean up procedures.

LEAD worker will be required

TO:

- assign, monitor, train and evaluate daily tasks

- make decisions and set and balance priorities
- coordinate tasks of others and work efficiently
- ensure adherence to work schedules, quality standards, safety and security rules
- give clear instructions
- recommend appropriate solutions to difficult situations
- motivate others

Food Service Lead 9101-56

in addition

Ability to

- assign, monitor, train and/or evaluate daily tasks of kitchen help which may include institutional residents and inmates, or emergency fire fighter crew

Skill in

- preparing and modifying menus and recipes according to volume and dietary needs, or special requirements of emergency crews
- researching recipes and preparing complex foods and yeast pastries such baking and decorating layer cakes and preparing ethnic specialties for special occasions

EXAMPLES OF DUTIES:

Directs volume food preparation and timely service on assigned shift.

Trains and inspects food preparation, clean up and stock rotation.

Tracks and maintains inventory and budget controls; orders and receives supplies for a shift.

FOREMAN in addition will be required

TO:

- apply knowledge of individual and team behavior to the workplace
- display knowledge of supervisory principals and methods in dealing with employees
- utilize knowledge of best practices to maximize staff potential
- plan and manage resources to meet quality and quantity goals
- coach, mentor and counsel staff to meet competencies
- formulate training plans
- create and maintain an atmosphere of teamwork
- manage staff and resolve conflicts
- organize, set priorities, assign, evaluate and direct work of staff and/or contractors
- prepare and maintain records, correspondence and reports
- ensure safe work environment
- display skill in problem solving

Food Service Foreman 9101-53

in addition

Knowledge of

- administrative processes necessary to manage a food service operation (e.g. apply awareness of financial management/budgeting to preparing and modifying cycle menus, purchasing, inventory control, security, and planning)

Ability to

- meet profitability, cost control and quality standard goals
- prepare instructions and recipes as prescribed by medical staff or dietitian for the preparation and distribution of regular and modified diet menus

EXAMPLES OF DUTIES

Monitors and records total meals served, cost analysis reports; ensures food service operation is cost effective and within budget.

Directs and/or receives, checks, stores, distributes and tracks facility food service inventory.

Ensures on-going training of staff.

Technical Certifications or Requirements:

May be required to obtain or possess:

- Alaska Drivers License
- Background investigation and employment check
- Other:

Special Environmental or Hazardous Working Conditions and Physical Requirements:

- Understanding of and willingness to work or interact with the resident population of a State
 - correctional facility
 - psychiatric hospital
 - Pioneers Home
 - other
- Willingness to work odd shifts on short notice
- Exposure to
 - possibility of cuts, bruises and slippery floors
 - hot, humid and noisy areas
 - cleaning chemicals
 - hot liquids, sharp cutting blades, hot working surfaces
 - extreme temperature changes from work area to refrigeration/freezers
 - emergency field camp operations

Subject to

- continuous standing and walking, frequent stooping, reaching, pushing, pulling and bending
- lifting or moving of heavy objects

Equipment:

Identify as: **B - Basic**
C -Commercial or Institutional Grade
S -Specialty

	[B]	[C]	[S]
PREPARATION			
blender/mixer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
buffalo chopper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
carbonation systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
floor mixer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
food processor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
food scales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
knives & sharpeners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
grinders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
meat slicers & saws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
peelers & shredders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
thermometers (candy, meat, oven)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COOKING			
brazier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
deep-fat fryers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
griddles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
grills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
kettles, pots & pans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ovens/microwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pressure cookers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
slow cooking ovens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
steam pots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
toaster carts(hand and powered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SERVICE			
beverage dispenser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cash register	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
coffee machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ice machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
kitchen cart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
plate warmer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
serving utensils, dishes, glassware, flatware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
steam table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Equipment continued:

Identify as: **B - Basic**
C -Commercial or Institutional Grade
S -Specialty

	[B]	[C]	[S]
CLEANING			
brooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
chemical dispenser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dishwasher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
potwasher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
trash hopper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
tray conveyor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
washer/dryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STORAGE			
bins/bus tub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
forklift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
freezers/coolers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
garbage disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
palate jack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
step stool, short ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OFFICE			
<input type="checkbox"/> computers (word processing & e-mail & spreadsheets)			
<input type="checkbox"/> telephone answering & paging systems			
OTHER:			
<input type="checkbox"/>			
<input type="checkbox"/>			