

Food Services Staff Competencies Sample

(Cook, Aide, Dishwasher, Prep Cook)

Infection Control/Employee Hygiene

- Practices appropriate hand hygiene and glove use when necessary to prevent cross-contamination.
- Employs hygienic practices before and during food handling (not touching hair or face, etc)
- Uses proper hand washing technique
- Uses hair restraints and beard guards properly
- Follows facility practice for coming to work with contagious illnesses
- Knows the causes of foodborne illness and infections, characteristics, and the most commonly infected items
- Handles cups/glasses on the outside of the container; and utensils by the handles
- Demonstrates understanding of infection control precautions per facility policy.

Safety/Disaster Preparedness

- Knows and enforces the facility's written policy regarding food brought in by family and/or visitors
- Demonstrates understanding of creating a safe work environment
- Knows proper fire procedures
- Understands the safety standards for operating all kitchen equipment
- Ensures safety of facility floors
- Knows proper knife handling to prevent cuts
- Demonstrates proper procedures for lifting and moving objects to prevent back injuries
- Demonstrates knowledge of safe handling and storage of chemicals
- Understands and demonstrates knowledge of action in case of a tornado, fire, internal disaster, bomb threat, security incident, chemical spill, or utility failure.

Menus & Nutritional Adequacy

- Understands that menus are developed and prepared to meet resident choices including nutritional, religious, cultural, and ethnic needs while using established national guidelines.
- Communicates with FSD/Kitchen Manager about menu inconsistencies and modifications needing documentation
- Understands and follows prescribed diet orders, menu spreadsheets, and corresponding recipes.
- Understands appropriate portion sizes and serving utensils for all diets on the menu spreadsheet
- Understands appropriate menu substitutions
- Understands therapeutic diets and fluid restrictions and is able to follow menu spreadsheets.
- Prepares appropriate quantity of food based on menu spreadsheets
- Understands importance of providing adaptive equipment to residents as required

Food Safety

- Uses rules of safe practice for handling and discarding of leftover foods
- Keeps daily temperature records of equipment and food as dictated by FSD/Kitchen Manager
- Understands process for maintain food at proper temperature at all times during freezing, thawing, preparation, holding, and serving.
- Demonstrates ability to recognize food quality, palatability and appearance.

- Demonstrates proper food/fluid thickening practices.
- Uses thermometers correctly for checking food temperatures including thermometer sanitation.
- Demonstrates knowledge of proper cooking temperatures
- Uses rapid cooling methods
- Labels, dates, and stores all food items correctly and in a timely manner
- Demonstrates procedure for preparing modified consistency diets
- Honors resident preferences making a reasonable effort to meet those needs
- Stores raw and cooked food separately
- Practices FIFO method of inventory rotation
- Stores food 6" off the floor and 18" from the ceiling
- Keeps foods stored in proper containers
- Clears areas of debris, and keeps areas clean
- Uses three-compartment sink appropriately
- Stores dishware in a clean, dry location, not exposed to splash, dust or other contamination and covered or inverted
- Empties garbage as necessary and keeps kitchen garbage cans clean
- Monitors equipment for cleaning and sanitation after each use
- Cleans and sanitizes food surfaces thoroughly
- Uses cutting boards according to type of food
- Stores cleaning cloths in sanitizing solution.

FSD Competency Sample

Nutrition

- Documents nutrition information in the medical record
- Obtains nutrition screening data
- Interviews residents for nutrition related information
- Knows the causes of foodborne illnesses and infections, their characteristics, and the most commonly infected items
- Implement MD dietary orders
- Apply standard nutrition care procedures
- Review effectiveness of nutrition care
- Manage special nourishments and supplements
- Assists residents with food selections
- Makes appropriate referrals to Registered Dietitian

Personnel and Communications

- Define personnel needs and job functions
- Interview, select, and orient team members
- Provide ongoing education
- Develop and maintain team member time schedules and assignments
- Manage goals and priorities
- Manage departmental personnel
- Manage professional communications
- Implement required changes in food service department

Sanitation and Safety

- Manage personnel to ensure compliance with safety and sanitation regulations
- Manage physical facilities to ensure compliance with safety and sanitation guidelines
- Understands and supports facility's compliance and ethics programs
- Takes personal responsibility for interacting with coworkers and customers in an honest, ethical, and fair manner.

Business Operations

- Manage department budget
- Prepare specifications for capital purchases
- Plan and budget for improvements in the department layout and design
- Assist in the purchasing process
- Implement cost effective procedures

Kitchen Manager Competencies Sample

Food Services

- Manage standard recipes
- Specify standards and procedures for preparing food
- Supervise the production and distribution of food
- Monitor meal service
- Implement continuous quality improvement procedures for the food service department
- Modify stand menus
- Work with the Registered Dietitian for menu changes

Personnel and Communications

- Define personnel needs and job functions
- Interview, select, and orient team members
- Provide ongoing education
- Develop and maintain team member time schedules and assignments
- Manage goals and priorities
- Manage departmental personnel
- Manage professional communications
- Implement required changes in food service department

Sanitation and Safety

- Manage personnel to ensure compliance with safety and sanitation regulations
- Manage physical facilities to ensure compliance with safety and sanitation guidelines
- Understands and supports facility's compliance and ethics programs
- Takes personal responsibility for interacting with coworkers and customers in an honest, ethical, and fair manner.
- Manage purchasing, receiving, storage, and distribution of food and supplies following established sanitation and quality standards.

Business Operations

- Manage department budget
- Prepare specifications for capital purchases
- Plan and budget for improvements in the department layout and design
- Assist in the purchasing process
- Implement cost effective procedures