

DIETARY AIDE & SERVER – JOB DESCRIPTION

JOB SUMMARY:

Under the direction of the Food Service Manager, the Server is responsible for serving food in accordance with proper food service procedures. The Server consistently provides high levels of customer service to all residents and guests by providing prompt service, takes accurate orders, and maintains a strong working knowledge of all menus and a la carte specials. With an emphasis on presentation, the Server must be cleaning and setting up the dining room between meals. The Server is also responsible for serving residents in accordance with any special dietary or preferences as well as providing tray server.

KEY DUTIES AND RESPONSIBILITIES:

1. Provides excellent and safe food service to residents.
2. Ensures dietary requirements and preferences of residents are met.
3. Provides tray service as directed.
4. Ensures meals are served in a timely manner to ensure proper temperatures.
5. Serves meals in the Dining Room (or to the resident's room) to residents and guests.
6. Sets tables, and clears the room(s) of dishes, utensils, etc.
7. Cleans, mops and vacuums dining room after service, as required.
7. Handles vouchers for guest meals.
8. Completes Meal Attendance document at every seating, with great attention to detail.
9. Serves snacks and maintains beverage station areas.
10. When required, washes dishes, pots, and cleans kitchen equipment and area, as assigned according to established cleaning procedures. Sanitizes dishwasher area after each meal.
11. Aids the Kitchen Assistant in the preparation of food and assembly for breakfast service, dessert, meals, as assigned.
12. Performs other dietary related tasks as assigned.
13. Performs the set-up, serving and tear down services at catering and special events.
14. Performs daily, weekly, and monthly cleaning duties according to established procedures.
15. Acts in compliance with all public health regulations.
16. Assists other team members as needed or when business needs dictate.

QUALIFICATIONS:

- Must understand and perform food service and other related procedures in a safe, professional, courteous, efficient, and organized manner.
- Must maintain the confidentiality of information relating to residents, families, colleagues, and the operation of the residence.
- Must possess strong interpersonal skills.
- Must be dependable, able to follow instructions, respond to management direction, and be able to provide performance through management feedback.
- Must have the ability to establish and maintain good interpersonal relations by displaying tact, courtesy and patience with residents, visitors, and staff.

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- Must display empathy and understanding of the needs of seniors, their families, and their professional service providers.
- Must be able to perform physical work as needed.
- Must be able to respond to emergency situations.

EDUCATION/TRAINING:

- Minimum high school education or equivalent.
- Food Save Level 1.
- Serving it Right Certificate (If 19 or older).
- Must obtain a WHMIS certificate within initial training period.

EXPERIENCE:

- Previous serving experience is an asset but not required.
- Previous experience in a retirement residents or long-term care facility is considered an asset.

PERSONAL:

- Must be able to speak English fluently and communicate effectively both verbally and in the composition of written materials.
- Must pass a Criminal Record Check.

WORKING CONDITIONS:

- Must be in good physical and mental health.
- This position requires the incumbent to stand for extended periods of time and to lift and carry objects up to 40 lbs.

****All applicants must be fully vaccinated (at least two doses) against COVID-19. Proof of vaccination is required upon hire.**

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