

FOOD COURT/SNACK BAR SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0516	Food Court/Snack Bar Attendant	10	381	6 mo.	00/00/00	Rev.
3506	Food Court/Snack Bar Supervisor	10	381	6 mo.	00/00/00	Rev.

Promotional Line: ??

Series Narrative

Employees in this series prepare and serve fast-food and beverages and/or supervise such activities in a snack bar/sundry operation.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Food Court/Snack Bar Attendant **0516**

Employees at this level prepare and serve beverages and fast-food items and perform other miscellaneous duties in a snack bar/sundry operation. They work under general supervision from a designated supervisor.

A Food Court/Snack Bar Attendant typically –

1. prepares and serves light lunches that require short preparation time such as pizzas, sandwiches, and tacos; prepares soft drinks and ice cream dishes. (SBA1**)
2. cooks and packages batches of food, such as hamburgers and fried chicken, which are prepared to order or kept warm until sold.
3. oversees and trains student assistants and/or other assigned personnel as required. (SBA2)
4. requisitions through a supervisor and maintains adequate supplies. (SBA3)
5. rotates sundry products on display shelves; maintains stock. (SBA4)
6. takes food and drink orders; obtains and makes change for customer purchases.
7. keeps simple records. (SBA6)
8. oversees and assists in cleaning and maintenance of equipment and work area. (SBA7)
9. obtains and makes change for customer purchases. (SBA5)
10. performs other related duties as assigned.

Level II: Food Court/Snack Bar Supervisor**3506**

Employees at this level supervise and participate in the work of a group of employees engaged in a snack bar/sundry operation. They work under general supervision from a designated supervisor.

A Food Court/Snack Bar Supervisor typically –

1. plans and coordinates work schedules for employees. (SBS1)
2. trains and supervises employees on assigned shift; reviews and signs time cards; hires supplemental student employees. (SBS2)
3. requisitions supplies from vendors and storerooms. (SBS3)
4. maintains proper food preparation and sanitary standards. (SBS4)
5. receives and checks cash and maintains cash reserves for assigned shift. (SBS5)
6. establishes and maintains simple account records. (SBS6)
7. makes cash deposits. (SBS7)
8. performs duties consistent with lower level of this series.
9. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Food Court/Snack Bar Attendant****0516****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Possession of the American National Standards Institute-accredited training/certificate in basic safe food handling principles.

OR

1. **None**

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
2. Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
3. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

4. Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
5. Training and Teaching Others — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
6. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
7. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
8. Ability to make accurate and rapid calculations in the transfer of products and cash.
9. Ability to maintain simple account records and forms.

Level II: Food Court/Snack Bar Supervisor**3506**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of the American National Standards Institute-accredited training/certificate in basic safe food handling principles.
2. **One (1) year (12 months)** of experience in fast-food procedures (such as gained as a Food Court/Snack Bar Attendant).

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
2. Coordination — Adjusting actions in relation to others' actions.
3. Speaking — Talking to others to convey information effectively.
4. Time Management — Managing one's own time and the time of others.
5. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
6. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
7. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

8. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
9. Training and Teaching Others — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
10. Coaching and Developing Others — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
11. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
12. Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
13. Developing and Building Teams — Encouraging and building mutual trust, respect, and cooperation among team members.
14. Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
15. Ability to maintain simple account records and forms.
16. Ability to make accurate and rapid calculations in the transfer of products and cash.

***Please note contained on this draft are the 'classification initials' that generally correspond or reference current class specification(s)/duties. This information is provided as a general guide and will not encompass all duties or necessarily be an exact match to the current specification/duty.*