

## FOOD COURT/SNACK BAR SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>	<b>Last Action</b>
0516	Food Court/Snack Bar Attendant	10	381	6 mo.	04/01/16	Rev.
3506	Food Court/Snack Bar Supervisor	10	381	6 mo.	04/01/16	Rev.

### *Promotional Line: 18*

#### 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. cooks, prepares and serves meals that require simple preparation methods prepares soft drinks and ice cream dishes.
2. cooks and packages batches of food, convenience food items for sale such as hamburgers, pizza, sandwiches, chicken, which are prepared to order or kept warm until sold.
3. oversees and trains student assistants and/or other assigned personnel as required.
4. oversees and performs the preparation, portioning, and distribution of items/ingredients for salads, sandwiches, baked goods in accordance to specific instructions.
5. requisitions through a supervisor and maintains adequate supplies.
6. attends serving line station, maintains beverage stations.
7. rotates sundry products on display shelves; maintains stock.
8. greets customers, checks ID cards, assist customer, takes food and drink orders; make accept payment for items, use Point of Sale equipment, (cash register) as needed.
9. keeps simple records.
10. performs cleaning/sanitizing activities that may include, sweeping/mopping floors, bus tables to include cleaning/sanitizing table tops and chairs, assist dish/pot room staff, removal of garbage/trash from unit to approved disposal containers.
11. 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. prepares meals and cooks food items including grilling, frying, and deep frying, coordinates the display, and serving of foods, including special or unique cuisine entrees, food garnishing, seafood, meat, vegetable, and dessert dishes.
2. performs recipe construction, recipe sizing, plans and coordinates meals, which includes measuring weighing and combining ingredients for quantity preparation of food using specific recipes.
3. compiles and maintains records of food use, prepares simple reports and plans the disposal and utilization of left-over food, following procedures.
4. assist or completes process of selecting and hiring staff, coordinates work schedules for employees.
5. trains and supervises employees on assigned shift; reviews and signs time cards; inspect work of staff, hires supplemental student employees on own authority or in conjunction with higher level staff.
6. requisitions supplies from vendors and storerooms.
7. maintains proper food preparation and sanitary standards, participates in maintaining sanitation standards within the kitchen, storerooms, and refrigerators.
8. receives and checks cash and maintains cash reserves for assigned shift, makes cash deposits.
9. establishes and maintains simple account records, inventory records and similar.
10. performs duties consistent with lower level of this series.
11. 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

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. 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.