Room Service Operator
UF4052

Job Overview:

The Room Service Operator assists the department in the clerical aspects of preparation for patient meal service through accurate menu processing and assisting patients with menu selection. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

General Responsibilities:

- Prepares and delivers food trays to health care patients.
- Reads production orders on color-coded menu cards on trays to determine items to place on tray, and places items, such as eating utensils, napkins and condiments on trays.
- Prepares food items, such as sandwiches, salads, soups and beverages.
- Operates a blender to make foods for soft or liquid diets.
- Apportions and places food servings on plates and trays according to diet list on menu card.
- Examines filled tray for completeness and places it on cart, dumbwaiter or conveyor belt.
- Serves trays to patients and collects and stacks dirty dishes.
- Washes dishes and cleans work area, tables, cabinets and ovens.
- Collects and places garbage and trash in designated containers.
- Records the amount and type of special food items served to patients.
- May assemble and serve food items to health care staff in the cafeteria.
- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Participates in regular safety meetings, safety training and hazard assessments.
- Attends training programs (classroom and virtual) as designated.
- May perform other duties and responsibilities as assigned.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- 0 to 1 year work experience.

Skills/Aptitude:

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to use a computer.
- Basic food-handling skills.

License/Qualifications
Certifications:

- May require a valid driver's license.
- Food Safety certification or license as required by state law.

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule helpful.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to work in a standing position for long periods of time (up to 8 hours).
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 40 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Generally in an indoor setting; however, may supervise outside activities and events.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.

- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.
Employee_____ Date_____
Manager_____ Date_____