

# IN-ROOM DINING ASSISTANT-7462

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## Summary

This position performs food service duties related to the service of hot and cold foods to all customers, hospital patients, staff and visitors. This position is responsible to serve attractive and nutritious food to the patients while practicing proper food safety techniques and maintaining established department quality standards. Provides meal tray delivery directly to patients verifying accuracy and protecting confidentiality. Duties include assembly of patient trays on the room service line; sanitation of equipment and small wares; stocking assigned areas; dish washing, and overall department sanitation. Other duties as assigned.

## Responsibilities

Job Standard 2: Communicates and works cooperatively as a member of the team to provide friendly, courteous customer focused care and service. Job Standard 3: Prepares and assembles meal trays in a neat, attractive and appetizing manner. Able to accurately assemble trays according to tray tickets and adjust speed as needed. Accurately and efficiently loads and dispatches carts according to established standards. Job Standard 4: Receives and relays pertinent information between call center, patient care unit staff and food service staff. Job Standard 5: Properly cleans and sanitizes work area including patient tray delivery carts. Restocks assigned work area completely. Collects patient food carts, soiled hold trays and other supplies from the patient care areas and returns them to the kitchen. Job Standard 6: Accurately delivers meal trays and verifies patient name and birth date. Logs delivery time and communicates information to nursing and patient. Practices proper hand hygiene every patient every time. Practices established delivery and service standards including the AIDET principles and makes appropriate decisions on all customer requests. Job Standard 7: Manages work time effectively to meet productivity goals including returning from break on time, being in the work area ready to work when the shift starts and finding tasks to do during slower periods independently. Informs supervisors when leaving the department and when going on or coming back from breaks. Remains at/near

## Other Information

EXPERIENCE DESCRIPTION: EXPERIENCE PREFERRED: A minimum of 1 year of previous food service experience in a healthcare setting is preferred. EDUCATION DESCRIPTION: EDUCATION PREFERRED: High school diploma or equivalent is preferred. TRAINING DESCRIPTION: TRAINING PREFERRED: SPECIAL SKILLS DESCRIPTION: Demonstrates good communication, interpersonal and customer service skills necessary to interact with patients, visitors, and staff in a courteous manner. Responsible for accuracy and timeliness of tray assembly and delivery. Strong organization skills, and the ability to multi-task is required. SPECIAL SKILLS PREFERRED: LICENSURE DESCRIPTION: LICENSURE PREFERRED:

the assigned work station and does not allow disruptions or distractions to affect cart times, tray assembly or other assigned tasks. Follows department dress code by wearing designated uniform including name badge; appropriate hair restraint, and clean short and polish-free nails. Follows hospital policies for appearance. Job Standard 8: Stocks/ restocks supplies in the main kitchen, dining room, IRD (In Room Dining) stations, and production areas with clean dishes, silverware, pots/pans, utensils, and other service wares. Rotates supplies following the FIFO rules, maintains cleanliness of storage areas and documents all quantities for charging. When applicable, documents refrigerator/freezer temperatures and takes corrective action as needed. Job Standard 9: Assists in dish room following the daily job routine assignments. Safely uses chemicals and cleaning products according to proper use and dilution; maintains and cleans equipment and work areas following established schedules.

## **Detailed Responsibilities**

## **Competencies**

## **Skills**

## **Education**

Essential:

- \* NO HIGH SCHOOL DIPLOMA

## **Credentials**

## **Working Conditions**

Essential:

- \* CARRYING 15-34 LBS
- \* CARRYING 35-50 LBS
- \* LIFTING 15-34 LBS
- \* LIFTING 35-50 LBS
- \* LIFTING 15-34 LBS
- \* PUSH/PULL 15-34 LBS
- \* PUSH/PULL 35-50 LBS
- \* BENDING
- \* CLIMBING - INCLINES
- \* CLIMBING - LADDERS
- \* CLIMBING - STAIRS
- \* DEPTH PERCEPTION ACCURATE
- \* FAR VISION ACCURATE - 20/40
- \* KEYBOARD
- \* NEAR VISION ACCURATE - 20/40
- \* PINCHING/FINE MOTOR ACTIVITIES
- \* REACHING FORWARD
- \* REACHING OVERHEAD
- \* SITTING
- \* SQUAT/KNEEL/CRAWL
- \* STANDING

- \* TALK OR HEAR ACCURATE
- \* TASTE OR SMELL MINIMAL
- \* TWISTING
- \* WALKING