



JOB DESCRIPTION

Position Title: Director of Dining Services	Employee Name:
Supervisor: Chief Executive Officer	Status: Exempt
Department: Dining Services	Date:

Londonderry Mission Statement:

Londonderry on the Tred Avon is a vibrant independent living cooperative that promotes wellness of mind and body.

Shared Values:

- **Respect and Integrity**
- **Community Pride**
- **Commitment to Excellence**
- **Innovative**
- **Mutual Trust**

Job Summary:

The essential function of this job is to manage the foodservice program according to state/federal requirements governing food establishments for high-risk individuals and according to company policies and procedures. The individual in this position will provide leadership, support and guidance to ensure that food quality standards; inventory levels; food safety guidelines and customer service expectations are being met; maintain records of income and expenditures, food purchases, supplies, personnel and equipment; training and monitoring of all dining serving personnel including kitchen, dining room and both contractual and non-contractual staff associated with catered and special events ensuring that all appropriate service techniques and etiquette are met.

Job Duties/ Responsibilities:

Principle:

- Establish and maintain the use of HACPP-Based Standard Operating Procedures
- Oversees scheduling for dining services including kitchen, wait service and contractual and non-contractual personnel associated with special and/or catered events
- Supervises, coordinates and evaluates the work of all foodservice employees in the preparation, storage and serving of all food items
- Supervises and maintains the sanitation processes of all sites/facilities/areas used in the production of food services, including all equipment used during the production and preparation of foods; participating in and assigning appropriate personnel to ensure that the facility is maintained in a sanitary environment in all food service and production areas
- Manages a cost-effective dining services program
- Forecasts and plans for the purchase of food, supplies, and equipment
- Oversees and participates in menu planning
- Contributes and oversees the compilation of the standard recipe manual
- Responds to customer preferences and industry trends when planning menus
- Maintains required records including food production, inventory, income/expense and meal counts
- Interacts regularly and routinely with residents, guests, the public and staff
- Schedules and coordinates special/catered events, utilizes internal and external resources associated with these events when internal departments are needed such as dining services, transportation, security, maintenance and housekeeping, and external resources are needed such as independent catering companies; news media; special needs of clients i.e. – communication, audio/visual devices, etc. Remains cognizant of room availability and prior scheduled events and is prepared to report information on an as needed basis
- Ensures that resident satisfaction is continually improved upon in regard to food/meal quality, cleanliness, room temperature during service times, timeliness of service provided to occupants of dining room, ambience of dining room and overall dining experience
- Keeps abreast of new product information for supplies and equipment used during daily meal service and special and catered events
- Recruitment, training, development and monitoring; preparation of employee performance reviews

Budgetary:

- Prepares and makes recommendations for capital and operating budgets, adhering to approved budget/expenses
- Determines product and equipment needs and exercises control of inventories and supplies based on current pricing and availability of products
- Provides and ensures proper training of personnel in use of supplies and equipment
- Proactively manages staffing levels to increase productivity while operating under budgeted salary expenses
- Determines and utilizes a variety of vendors in an effort to provide exceptional food quality and pricing
- Prepares and/or supervises the preparation of all staffing schedules as they relate to dining services, up to and including all kitchen and dining staff

Resident Focus/Satisfaction:

- Maintain, and relay, a positive attitude toward residents, strongly encouraging kitchen and dining staff to do the same
- Ensure resident and guest satisfaction through continued improvements in food and service quality
- Prepared meals will be visually appealing and appetizing
- Develop and maintain seasonal dining menus

Safety:

- Follow and ensure compliance with all kitchen and dining staff, all Safety Procedures, up to and including Safe Food Handling, in compliance with established safety policies and procedures for the kitchen and dining room
- Responsible for implementation, effectiveness and compliance with department and facility policies and procedures, in addition to all regulatory agencies relating to food service
- Continue and increase staff training pertaining to Safe Food Handling and related practices

Miscellaneous:

- Use a creative approach for Special Events and Catered Events, while providing documentation to the Accounting Department for appropriate billing of events, whether external or internal
- Performs other duties as assigned by Chief Executive Officer
- Attends all mandatory in-service meetings

Equipment Checklist:

- Computer/Printer
- POS System
- Stove, oven, fryers, grills, broilers, tilt fry kettle, steamer, slicers, food processors, choppers, mixers, dish washing machine and any and all other equipment utilized in the Kitchen(s) and Dining Rooms, Bistro, etc.

General Knowledge, Skills and Abilities:

- Skill in motivating and supervising foodservice personnel
- General knowledge and understanding of nutritional needs for seniors
- Ability to interpret a nutrient analysis spreadsheet of meals
- Knowledge of foodservice program requirements
- Basic computer skills to include POS system(s); Microsoft programs such as Word, Excel, Publisher, etc.
- Ability to maintain records and complete reports as required, including web-based reporting and ordering systems
- Written and oral communication skills
- Considerable knowledge of quantity food production and service/serving techniques, food safety/sanitation requirements and procedures
- An understanding of foodservice program finances
- Ability to understand, prepare and utilize dining service budgets and processes
- Skill in using public relations techniques to promote the foodservice program used by residents, their guests and the public
- Ability to positively interact with seniors and the public

Supervision Requirements:

- Directly supervises all personnel associated with dining services, including kitchen, dining room, contractual and non-contractual staff associated with in-house events and catered events/functions
- Assists in the development of training plans for dining room staff, holding regular staff meetings as needed
- Ensures that effective communication is maintained with departmental supervisors, managers and staff
- Takes initiative to assist in the resolution of problems and recommends improvements of department procedures
- Coordinates and maintains information for catering and special events including pricing structures associated with food items ordered and staffing requirements
- Understands that preparation of Special Event Forms is essential
- Must be flexible and innovative with the ability to work independently with staff and outside vendors to develop a professional, efficient working relationship while ensuring that at least two (2) business days in advance of event that staff and internal/external vendors are on target with services to be provided
- Must make certain that appropriate staffing is provided during events/functions in order to effectively ensure the event is successfully completed
- Must be able to provide complete and accurate information to the Accounting Department for invoicing on Special and Catered events, forwarding billing information and any/all required deposits received to the Accounting Department for processing
- Ensure daily and weekly menu information is accurate prior to distribution
- Meet with new residents as needed

Minimum Qualifications:

The following are the minimum qualifications which an individual needs in order to successfully perform the duties and responsibilities of this position.

Education Requirements and Experience:

High School Graduate

Maintain Sanitation and Safety Courses

Maintain ServSafe Courses

Familiarization of HACPP requirements

Minimum of 5 years' experience as an executive chef and/or chef /manager or related experience

Other Requirements:

- Ability to use good judgment and be flexible, adaptable and self-motivated
- Knowledge and practice of safety guidelines
- Sensory abilities include feeling, seeing, speaking, hearing, smelling and tasting
- Ability to attend meetings and in-service presentations, as required
- Ability to use good judgment and to be flexible, adaptable and self motivated
- Ability to work with confidential information as outlined in the privacy rules of HIPAA
- Ability to write, interpret and comply with Londonderry rules, policies and procedures
- Ability to multitask
- Must be self motivated and high energy individual
- Adherence to Company and Departmental Policies
- Maintain valid MD driver's licenses, free of violations that prohibit exclusion on company automobile/vehicle insurance policy
- Personal appearance shall always be neat and clean, portraying a professional image to residents, staff, and public officials, whether on or off premises, particularly when in the capacity of being a representative of Londonderry

Language Skills:

- Ability to read, write and understand English
- Effective communication skills both orally and written with ability to interpret policies, safety rules, operating, and maintenance instructions and procedural manuals
- Ability to read, analyze and interpret technical manuals and instructions
- Ability to communicate professionally and effectively
- Ability to respond to questions from managers, supervisors, employees, residents and the general public
- Ability to recognize and appropriately respond to resident needs, making independent sound decisions within Londonderry policies

Mathematical Skills:

- Ability to add, subtract, multiply and divide.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit and/or stand for prolonged periods of time, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, push, pull, grasp, repetitive motion, when needed
- Ability to lift and carry heavy objects up to 100 lbs
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus

Work Environment/Possible Workplace Hazards:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Frequent exposure to low-level noise, heat, steam, cold, wet/slippery floor surfaces in kitchen
- Air-borne pathogens
- Exposure to possible verbal abuse from residents, and unpredictable crisis situations

Communication and Reasoning/Teams Skills and Ability:

- Demonstrates courtesy and pleasant tone of voice, while effectively communicating with employees, residents, resident family members and visitors
- Maintains a positive, supportive, and helpful attitude
- Maintains confidentiality of all work-related concerns
- Establishes and maintains open lines of communication
- Follows and ensures that chain of command is met
- Complies and ensures that facility and departmental policies and procedures are adhered to
- Ability to solve practical, personnel, departmental, resident issues with minimal interruption to day-to-day operations
- Ability to interpret a variety of instructions furnished in written, oral, or diagram format
- Performs other duties as assigned by the Chief Executive Officer

Signatures Required:

The above competency-based job description is intended to describe the nature and the level of work being performed by the individual assigned to this position and are not to be construed as an exhaustive list of all job duties/responsibilities. This document does not create an employment contract, and employment with Londonderry is at-will.

Londonderry reserves the right to add, modify, change or rescind the work assignments in accordance with business needs, and to make reasonable accommodation so that qualified employees can perform the essential functions of the job.

Employee Signature

Date: _____

CEO

Date: _____

SIGNED ORIGINAL TO BE RETAINED IN PERSONNEL FILES.

cc: Employee