

WESTERN MICHIGAN UNIVERSITY

TITLE: Utility Person – Student Center Retail

GRADE: F-3

FUNCTIONS:

This position performs back of house preparation and cooking functions for Dining Service branded retail locations in the student center: Re-fresh Market, Mi-Pi and Fuego Verde. The position assures the proper supply of menu ingredients to serve retail customers through quality food preparation and effective communication with the production kitchen, retail manager, student employees and properly organized food storage and staging areas. The incumbent assists the retail manager in preparing and submitting daily supply requisitions. This position ensures that all displays and self-service areas are properly stocked with ingredients for menu items during serving periods, and instructs and directs student employees on same. This position obtains foodstuffs from the production kitchen, storage areas and preparation areas and assures foodstuffs and supplies are properly staged and displayed in service areas to provide for quality retail meals and selections. As needed, the incumbent slices and chops ingredients, assembles retail menu items, assures proper rotation and display of salads, baked goods and other items for self-service areas. This position stocks serving lines and self service areas with items needed to service customers, such as disposable and reusable containers, cups, lids, tableware items, and ensures that all serving areas are clean and neat. This position assures that on-line customer orders are properly assembled and labeled and that standard for timelines for the assembly of on-line orders is followed. The incumbent is customer focused, maintains a welcoming approach, demonstrates respect and outstanding service to customers; actions of the incumbent reflect a commitment to success of the restaurant. The incumbent demonstrates adherence to uniform policies and professionalism in appearance, communication and work practice.

The incumbent provides proactive work instruction for other positions, trains student employees and other positions, and assists in the recruitment of student employees. The incumbent mentors and assists other positions and student employees in retail food service standards, customer service, cleanliness and adherence to proper procedures.

This position operates the cash register, accurately processes payment methods and balances the register at the end of the shift. The incumbent instructs and trains student employees in these functions.

This position maintains the work area in a neat, clean and orderly condition and maintains strict compliance with all federal, state and University standards for cleanliness and sanitation. The incumbent performs all work in accordance with established sanitation and safety practices. The

incumbent complies with all OSHA/MIOSHA regulations and requirements governing the use and operation of mechanical and electrical food preparation equipment and of cooking/warming food equipment. The incumbent performs other functions as requested by supervisory personnel.

QUALIFICATIONS:

The incumbent must be able to read and comprehend all written instructions, all health and sanitation regulations, and all safety regulations and requirements governing the performance of job duties. The incumbent must have sufficient writing ability to prepare supply requisitions, and must have sufficient mathematical skills to operate and balance the cash register and prepare cash reports. Prior experience in the operation of a cash register is required. The ability to provide leadership and communicate expected compliance with Dining procedures to other employees is also required. Retail customer service experience is required. Must have the ability to lead, mentor and train other positions in a retail environment and overseeing customer service is required.

In order to perform the essential functions of the job, the incumbent must be able to place sheet rays weighing 25 lb. each in racks in carts from 6" above floor level to 5'6" above floor, and be able to move hot and/or cold loads of 220 lb. distances up to 100 feet, in order to move prepared foods from kitchen production areas to serving lines and self-service areas in the retail service areas. The incumbent must be able to raise food containers up to 40 lb. from floor level to counter height (36") as many as 60 times per day. The incumbent must be able to raise and pour up to 30 lb. of cooked menu items into serving pans and containers 20 or more times per day, and must be able to transfer stacks of 5 - 10 plates from carts to serving stations.

The incumbent must be able to move fully loaded food carts; raise and pour containers of prepared foods and ingredients; and place serving pans and containers in hot carts and in service areas. This position follows standardized recipes and production sheets in preparing menu items. The incumbent operates food processing equipment including slicers and buffalo choppers and utilizes hand implements including knives, parers, tomato slicers and other utensils to prepare ingredients; combines ingredients in accordance with standardized recipes and productions sheets; cook items; and portions and garnishes finished products. In the process of cooking menu items, the incumbent operates ovens, flat grills, char broilers, ranges, and deep fat fryers. The incumbent visually inspects and tastes samples of finished products in order to ensure the quality and uniformity of menu items served. The incumbent must be able to chop and slice produce, meats, toppings, and sandwich ingredients per standards to minimize waste, achieve visual standards and assure a retail quality product. The incumbent must be able to operate the cash register and properly process sales using all payment methods for up to two (2) hours at a time for the entire length of the shift.

The incumbent must be able to tolerate exposure to temperatures, ranging from -10°F in freezers to 500°F above steam tables. The incumbent must be able to tolerate exposure to high humidity; to

airborne and splattering grease in kitchen production areas; and to live steam. The incumbent must be able to tolerate contact with acid-based food products, foodstuffs, vinegars, vegetable oils and spices. The incumbent must be able to tolerate contact with cleansers, de-limers, detergents, bleach, ammonia and ammonia-based products, disinfectants and other cleaning and sanitizing agents used in the kitchen. The incumbent must be able to maneuver in restricted spaces in order to enter freezers to retrieve supplies. The incumbent must have sufficient vision with or without corrective lenses to accurately read customer bills, to see the keys in order to operate the cash register, and to read food and supply labels.

A physical examination administered by the employer's designated physician is required to determine the incumbent's ability to perform the essential functions of the job and/or to identify the need for a reasonable job accommodation.