

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
FOOD SERVICE WORKER

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**DEFINITION**

Performs manual food service work in the serving of meals and the cleaning of dietary items and areas; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Assists in setting up food service lines, hot food carts or special trays; assists in serving food on the tray line, living units or wards.

Assists in the preparation of meats and vegetables for main meals; performs routine or short order cooking for breakfast and other meals.

Operates a dishwashing machine and arranges dishes and silverware for washing and rinsing.

Cleans dining room tables and chairs; refills sugar, salt and pepper containers.

Assembles bakery goods, beverages, desserts and salads in order to prepare for serving.

Collects dirty dishes from the dining area, living units or wards and returns them to the kitchen area.

Sweeps, scrubs, waxes and buffs kitchen floors and hallways; removes refuse from the kitchen area.

Assists institutional residents on routine matters who are assigned to work in the dietary area.

**COMPETENCIES REQUIRED**

Knowledge of the methods and practices of food preparation and service, including the principles of food sanitation.

Knowledge of health hazards in food service and the necessary precautionary measures.

Knowledge of the care and use of food service utensils and equipment.

Ability to understand and execute oral and written instructions.

Ability to perform and complete a variety of manual food service tasks.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

No specific education or experience requirements.

Effective Date:     12/98     GR