***C.H.I.P.* Utility Steward Bridging the Performance Gap to Culinary Associate**

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| **Performance Standards for Utility Steward** | **Utility Steward Requirements for Advancement Consideration** | **Performance Standards for Culinary Associate** |
| ***Communication***   * Communicate chemical and inventory needs to supervisor * Possess a basic level of fluency in speaking and reading English * Inform supervisor or manager of any missing or defective equipment and/or safety issues * Participate and listen during team huddles * Consistently greet staff using social niceties such as “Good morning,” “It’s nice to see you,” and “Thank you.” | Successful completion of **5 out of 6** of the following capabilities   * Demonstrates ability to listen and accurately paraphrase what they heard * Correctly interprets and responds appropriately to communications given in English * Demonstrates ability to successfully complete tasks based upon verbal instruction * Demonstrates ability to complete tasks based upon written instruction * Asks clarifying questions to ensure understanding prior to taking action * Verbally provides job-related feedback and information to others as needed | ***Communication***   * Communicate production needs to supervisor * Inform supervisor of food waste * Provide supervisor and appropriate management of patient feedback (likes & dislikes specific to quality and selection options of food * Inform supervisor or manager of any missing or defective equipment and/or safety issues * Participate and listen to issues raised / suggestions made during team huddles * Describe menu options to nursing staff, patients, and families * Consistently greet staff, patients, and guests using social niceties such as “Good morning”, “It’s nice to see you”, and “Thank you.” |
| ***Professionalism***   * Demonstrate appropriate verbal and non-verbal behaviors when interacting with others * Independently adhere to standards for uniform and appearance while in both back and front of the house * Appropriately handle disagreements out of public view. * Reach out to management for support and guidance as appropriate when faced with conflict. * Consistently displays a positive attitude | Successful completion of **4 out of 5** of the following capabilities   * Does not require coaching on maintaining appropriate demeanor * Demonstrates the ability to consistently resolve conflicts with coworkers without the need for manager/supervisor involvement in every situation. * Always presents self in a clean. well-maintained, and complete uniform * Consistently greets co-workers in an upbeat and engaging manner * Does not participate in gossip nor engages in inappropriate behavior | ***Professionalism***   * Demonstrate appropriate verbal and non-verbal behaviors when interacting with others * Independently adhere to standards for uniform and appearance while in both back and front of the house * Handle complaints from patients and staff in a calm and solution-oriented manner * Appropriately handle disagreements out of public view. * Reach out to management for support and guidance as appropriate when faced with conflict. * Consistently display a positive attitude * Listen to and incorporates feedback from others to improve performance. |
| ***Problem Solving***   * Recognize and work on problems specific to equipment and work flow to complete a job in a timely manner * Appropriately raise issues to supervisor manager * Listen to issues raised during team huddles | Successful completion of **5 out of 6** of the following capabilities   * Consistently demonstrates active listening during team huddles * Raises creative ideas to assist in problem solving. * Avoids complacency with status quo by asking “Why” questions and Speaking Up when processes are not working * Displays a calm demeanor when raising issues with peers and leadership * Avoids interruptions and actively listens when issues and solutions are raised by others * Displays open willingness to try new approaches | ***Problem Solving***   * Recognize and work on problems specific to equipment, product and work flow to complete a job in a timely manner. * Appropriately raise issues to supervisor manager. * Raise issues during team huddles and proactively offer suggestions for group to consider * Collaboratively approach peers to raise issues and brainstorm solutions to remedy situation * Demonstrate willingness to suspend judgment and fully consider the ideas and suggestions of others. * Take immediate, appropriate, and proactive action to rectify safety issues. |

***C.H.I.P.* Utility Steward Bridging the Performance Gap to Culinary Associate**

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| **Performance Standards for Utility Steward** | **Utility Steward Requirements for Advancement Consideration** | **Performance Standards for Culinary Associate** |
| ***Team Oriented***   * Demonstrate willingness to help train new employees * Demonstrate respectful working relationships within culinary team * Willing to help teammates as needed * Demonstrate appreciation for help from others | Successful completion of **4 out of 5** of the following capabilities   * Makes oneself available for newer team members to ask questions and for information sharing * Demonstrates a willingness to help team mates with work when asked * Consistently uses niceties such as “Thank you” “Nice Job” etc. * Makes an effort to know the names of people they regularly interact with | ***Team Oriented***   * Demonstrate willingness to help train new employees * Establish and maintain collaborative working relationships within culinary team * Proactively offer help to teammates as needed versus waiting to be asked to help others * Establish immediate and consistent positive rapport with staff within department staff, patients, and families |
| ***Work Ethic***   * Diligently complete all assigned tasks to the highest level possible * Demonstrate attention to detail when completing tasks * Follow assigned workflow to ensure efficient task completion * Independently complete tasks with a high degree of accuracy * Is predictably reliable and punctual in both attendance and work completion | Successful completion of **4 out of 5** of the following capabilities   * Routinely ensures all required materials are set up prior to starting their work production * Refrains from saying “no” when asked to adjust tasks or workflow * Independently follows through on all tasks until completed * Abides by all attendance and work-related policies * Consistently goes beyond the minimum expectations of a task | ***Work Ethic***   * Demonstrate flexibility and adaptability to changing requirements within the department * Demonstrate attention to detail when completing tasks * Organize work to ensure an efficient approach to task completion * Independently complete tasks with a high degree of accuracy * Be predictably reliable and punctual in both attendance and work completion |
| ***Technical* Skills**   * Perform all daily and weekly cleaning assignments in an effective and timely manner * Ensure that all food service areas and all equipment are kept cleaned, organized, and maintained according to Board of Health regulations * Complete the opening and closing sanitation checklist without the need for supervisory support * Accurately monitor and comply with temperature and chemical solution requirements and complete accurate documentation * Identify and resolve dishwashing machine problems by inspecting washed wares and taking appropriate action   NBOC specific   * Execute Banquet of Events (BOE) by completing catering equipment pull lists of china, glassware, silverware, chaffers, etc. * Transport food and non-food items to assigned unit kitchen * Assist in weekly inventory of cleaning supplies | Successful completion of **5 out of 5** of the following capabilities   * Maintains an appropriate level of food and safety knowledge (machine items, proper chemical usage, food storage, and food disposal) * Understands basics differences between diets and importance to adhere to diet plans * Always keeps work station clean and properly organized * Demonstrates ability to speak and read basic level English * Demonstrates the ability to retain and regularly apply new knowledge and skills learned when participating in training | ***Technical Skills***   * Maintain an up-to-date ServSafe Food Handler certification * Understand and identifies the overall restrictions of each special diet * Able to recite and record food safety regulations when asked (temps, storage, etc.) * Apply best practices as learned in Dementia training * Consistently arrange trays and meals in an organized, sanitary, and visually appealing manner * Demonstrate proper menu knowledge and able to clearly articulate menu items and ingredients to coworkers and patients. * Articulate allergy awareness considerations * Understand the role of culinary associate in clinical care and healthy outcomes |

***C.H.I.P.* Culinary Associate Bridging the Performance Gap to Prep Cook**

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| **Performance Standards for Culinary Associate** | **Culinary Associate Requirements for Advancement Consideration** | **Performance Standards for Prep Cook** |
| ***Communication***   * Communicate production needs to supervisor * Inform supervisor of food waste * Provide supervisor and appropriate management of patient feedback (likes & dislikes specific to quality and selection options of food * Inform supervisor or manager of any missing or defective equipment and/or safety issues * Participate and listens during team huddles * Describe menu options to nursing staff, patients, and families * Consistently greet staff, patients, and guests using social niceties such as “Good morning”, “It’s nice to see you”, and “Thank you.” | Successful completion of **4 out of 4** of the following capabilities   * Demonstrates the ability to identify and consistently communicate errors in production or tallies to appropriate supervisor. * Regularly contributes information and feedback during team huddles. * Demonstrates the ability to communicate the details of food items and methods within the menu to staff, patients, families (including potential allergens and diet restrictions) * Regularly communicates to teammates about daily workflow status throughout their shift. | ***Communication***   * Communicate any discrepancies in tally guides / stock sheet to appropriate parties via Computrition or directly to supervisor * Anticipate and communicate prep needs for following day to Sous Chef * Maintain constant communication with colleagues, other departments, and patients and resident regarding menu choices * Participate in daily huddles by contributing information and feedback * Proactively communicate resource needs to efficiently complete job |
| ***Professionalism***   * Demonstrate appropriate verbal and non-verbal behaviors when interacting with others * Independently adhere to standards for uniform and appearance while in both back and front of the house * Handle complaints from patients and staff in a calm and solution-oriented manner * Appropriately handle disagreements out of public view. * Reach out to management for support and guidance as appropriate when faced with conflict * Consistently display a positive attitude * Listens to and incorporate feedback from others to improve performance | Successful completion of **5 out of 6** of the following capabilities   * Does not require coaching on demeanor * Demonstrates the ability to consistently and positively address concerns from coworkers, patients, and family members * Always presents self in a clean. well-maintained, and complete uniform * Consistently greets co-workers, patients and family members in an upbeat and engaging manner * Consistently interacts with others in a professional manner that does not generate negativity * Does not get defensive when presented with constructive feedback. | ***Professionalism***   * Incorporate best practices for time management * Independently adhere to standards for uniform and appearance while in both back and front of the house * Receives feedback graciously to enable professional growth and advanced skill set * Consistently display a positive attitude * Display pride in the quality and presentation of food * Maintain positive relationship with peers/ patients/ residents / and guests |
| ***Problem Solving***   * Recognizes and works on problems specific to equipment, product and work flow to complete a job in a timely manner. * Appropriately raises issues to supervisor manager. * Raises issues during team huddles and proactively offers suggestions for group to consider * Collaboratively approaches peers to raise issues and brainstorm solutions to remedy situation * Demonstrates willingness to suspend judgment and fully consider the ideas and suggestions of others. * Takes immediate, appropriate, and proactive action to rectify safety issues. | Successful completion of **5 out of 6** of the following capabilities   * Consistently raises issues during team huddles in a constructive way * Proactively offers creative ideas to assist problem solving * Identifies when processes aren’t working and helps contribute towards solutions * Displays a calm demeanor when raising issues with peers and leadership * Engages in collaborative dialog when issues and solutions are raised by others * Displays open willingness to try new approaches | ***Problem Solving***   * Recognizes and works on problems specific to equipment, product and work flow to complete a job in a timely manner * Raise issues during team huddles and proactively offers suggestions for group to consider * Collaboratively approach peers to raise issues and brainstorm solutions to remedy situation * Provide task specific feedback to peers in a non-judgmental way * Demonstrate willingness to suspend judgment and fully consider the ideas and suggestions of others. * Take initiative and show good judgment when creating innovative solutions to problems |

***C.H.I.P.* Culinary Associate Bridging the Performance Gap to Prep Cook**

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| **Performance Standards for Culinary Associate** | **Culinary Associate Requirements for Advancement Consideration** | **Performance Standards for Prep Cook** |
| ***Team Oriented***   * Demonstrate willingness to help train new employees * Establish and maintain collaborative working relationships within culinary team * Proactively offer help to teammates as needed versus waiting to be asked to help others * Establish immediate and consistent positive rapport with staff within department staff, patients, and families | Successful completion of **4 out of 5** of the following capabilities   * Proactively offers information and support for newer team members * Demonstrates a willingness to help team mates with work without being asked * Regularly contributes towards the successful completion of team assignments * Identifies and shares the contributions of others during huddles * Makes an effort to greet the people they regularly interact with. | ***Team Oriented***   * Demonstrate willingness to helps train new employees * Establish and maintain collaborative working relationships within culinary team * Proactively offer help to teammates as needed versus waiting to be asked to help others * Establish immediate and consistent positive rapport with staff within departments and patients and families * Help colleagues by assisting in the management of task completion by providing real-time status updates |
| ***Work Ethic***   * Demonstrate flexibility and adaptability to changing requirements within the department * Demonstrate attention to detail when completing tasks * Adhere to prioritization and sequencing to assigned tasks * Organize work to ensure an efficient approach to task completion * Complete tasks with a high degree of accuracy * Be predictably reliable and punctual in both attendance and work completion | Successful completion of **4 out of 5** of the following capabilities   * Avoids unnecessary mistakes when completing tasks * Displays a positive and upbeat demeanor when asked to adjust tasks or workflow * Completes tasks in a timely manner to be available for additional tasks and team support. * Serves as a role model for all attendance and work-related policies. * Prioritizes task completion and accuracy over socialization. | ***Work Ethic***   * Seek to maintain highest level of flavor and quality of meals * Demonstrate attention to detail when completing tasks * Organize work to ensure an efficient approach to task completion * Independently complete tasks with a high degree of accuracy * Ensure accurate and timely completion of tally sheets/ stock sheets / prep sheets * Ensure high quality presentation of daily meals * Is predictably reliable and punctual in both attendance and work completion |
| ***Technical* Skills**   * Maintain an up-to-date ServSafe Food Handler certification * Understand and identify the overall restrictions of each special diet * Able to recite and record food safety regulations when asked (temps, storage, etc.) * Apply best practices as learned in Dementia training * Consistently arrange trays and meals in an organized, sanitary, and visually appealing manner * Demonstrate proper menu knowledge and able to clearly articulate menu items and ingredients to coworkers and patients. * Understands the role of culinary associate in clinical care and healthy outcomes | Successful completion of **5 out of 6** of the following capabilities   * Demonstrates the ability to execute standard knife cuts comfortably * Consistently completes all assigned tasks within allocated time. * Demonstrates the ability to accurately understand and execute standardized basic recipes and work production sheets * Consistently maintains a clean and sanitary work environment, complying with all food safety regulations, without then need for supervision. * Can articulate the proper minimum cooking temperatures of different foods * Can articulate and distinguish requirements based upon allergy consideration | ***Technical* Skills**   * Demonstrate appropriate knife skills through speed and accuracy of standard cuts * Assist in production ensuring all food is being prepped and cooked according to standardized recipes * Ensure proper quantities of food are prepared in alignment with work production sheets and standardized recipes * Adhere to proper portion controls set by standardized recipes and specialized diets * Ensure that all work and storage areas as well as all cooking utensils and equipment are cleaned, sanitized, and properly put away after each use * Demonstrate compliance with all food safety standards (labeling/dating, proper measurement and recording of temperatures, food rotation and storage, etc.) without the need for supervision * Ensures all food is cook and held at proper temperatures and is attractively presented |

***C.H.I.P.* Prep Cook Bridging the Performance Gap to Second Cook**

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| **Performance Standards for Prep Cook** | **Prep Cook Requirements for Advancement Consideration** | **Performance Standards for 2nd Cook** |
| ***Communication***   * Communicate any discrepancies in production lists directly to supervisor * Participate in daily huddles by contributing information and feedback * Proactively communicate product and production needs to efficiently complete job * Inform supervisor or manager of any missing or defective equipment and/or safety issues | Successful completion of **4 out of 4** of the following capabilities   * Demonstrates the ability to identify and consistently communicate errors in recipes and quantities * Regularly contributes information and feedback during team huddles * Demonstrates the ability to articulate recipes and methods in high detail to any applicable person (patients, staff, etc.) * Regularly communicates to teammates about daily workflow status as well as offering support throughout their shift | ***Communication***   * Communicate any discrepancies in tally guides, stock sheets and production to appropriate parties via Computrition or directly to supervisor * Maintain constant communication with colleagues, other departments, and patients and residents regarding menu choices * Participate in daily huddles by contributing information and feedback * Proactively communicate all resource needs to efficiently complete job |
| ***Professionalism***   * Incorporate best practices for time management * Independently adhere to standards for uniform and appearance while in both back and front of the house * Receive feedback graciously to enable professional growth and advanced skill set * Consistently display a positive attitude * Display pride in the quality and presentation of food * Maintain positive relationship with peers/ patients/ residents / and guests | Successful completion of **5 out of 6** of the following capabilities   * Demonstrates the ability to consistently and positively address concerns from coworkers, patients, and family members * Always presents self in a clean. well-maintained, and complete uniform * Consistently interacts and communicates with co-workers, patients and family members in an upbeat and engaging manner * Consistently interacts with others in a professional, upbeat, and positive manner. * Shows interest and engagement when presented with constructive feedback. | ***Professionalism***   * Incorporate best practices for time management * Independently adhere to standards for uniform and appearance while in both back and front of the house * Receive feedback graciously to enable professional growth and advanced skill set * Consistently display a positive attitude * Display pride in the quality and presentation of food * Maintain positive relationship with peers/ patients/ residents / and guests |
| ***Problem Solving***   * Recognize and work on problems specific to equipment, product and work flow requirements to complete a job in a timely manner * Raise issues during team huddles and proactively offers suggestions for group to consider * Collaboratively approach peers to raise issues and brainstorm solutions to remedy situation * Provide task specific feedback to peers in a non-judgmental way * Demonstrate willingness to suspend judgment and fully consider the ideas and suggestions of others | Successful completion of **5 out of 6** of the following capabilities   * Consistently raises issues during team huddles in a constructive way * Independently engages in developing solutions to workflow and task oriented problems and adequately communicates them to leadership * Identifies when processes aren’t working and helps contribute towards solutions * Displays a calm demeanor when raising issues with peers and leadership * Engages in collaborative dialog when issues and solutions are raised by others * Consistently follows through on suggested new approaches to tasks | ***Problem Solving***   * Recognize and work on problems specific to equipment / product and work flow requirements to complete a job in a timely manner * Raise issues during team huddles and proactively offers suggestions for group to consider * Collaboratively approach peers to raise issues and brainstorm solutions to remedy situation * Provide task specific feedback to peers in a non-judgmental way * Demonstrate willingness to suspend judgment and fully consider the ideas and suggestions of others * Take initiative and show good judgment when creating innovative solutions to problems * Proactively suggest menu alternatives with the aid of the dietician or sous chef to patients in order to increase customer satisfaction |

***C.H.I.P.* Prep Cook Bridging the Performance Gap to Second Cook**

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| **Performance Standards for Prep Cook** | **Prep Cook Requirements for Advancement Consideration** | **Performance Standards for 2nd Cook** |
| ***Team Oriented***   * Demonstrate willingness to help train new employees * Establish and maintain collaborative working relationships within culinary team * Proactively offer help to teammates as needed versus waiting to be asked * Establish immediate and consistent positive rapport with staff within the departments as well as patients and families * Help colleagues by assisting in the management of task completion by providing real-time status updates | Successful completion of **5 out of 5** of the following capabilities   * Proactively offers information and support for newer team members. * Routinely offers to help teammates with work without being asked while maintaining timely completion own tasks * Regularly contributes towards the successful completion of team assignments * Identifies and shares the contributions of others during huddles * Maintains a harmonious environment with coworkers through regular, professional interaction * Recognize the contributions of others during huddles | ***Team Oriented***   * Demonstrate willingness to help train new employees * Establish and maintain collaborative working relationships within culinary team * Proactively offer help to teammates as needed versus waiting to be asked * Establish immediate and consistent positive rapport with staff from any applicable departments as well as patients and families * Help colleagues by assisting in the management of task completion by providing real-time status updates * Routinely checks in with and supports 1st cooks on overall operational deliverables |
| ***Work Ethic***   * Seek to maintain highest level of flavor and quality of meals * Demonstrate attention to detail when completing tasks * Organize work to ensure an efficient approach to task completion * Complete tasks with a high degree of accuracy * Ensure accurate and timely completion of production lists * Ensure high quality presentation of all prepared food | Successful completion of **5 out of 6** of the following capabilities   * Ensures that mistakes are an uncommon occurrence by double checking work and seeking routine feedback * Maintains a high standard of quality in work by conducting quality control and getting feedback and input from leadership * Displays a positive and upbeat demeanor when asked to adjust tasks or workflow * Completes tasks in a timely manner to be available for additional tasks and team support * Serves as a role model for all attendance and work-related policies * Prioritizes task completion and accuracy over socializatio | ***Work Ethic***   * Seek to maintain highest level of flavor and quality of meals * Maintain a high level of detail in the completion of all tasks * Organize work to ensure an efficient delivery and presentation of all assigned meals * Complete tasks with a high degree of accuracy * Ensure meals are produced on time and with accurate quantities, minimizing the potential for food waste. * Ensure high quality presentation of all assigned meals |
| ***Technical Skills***   * Demonstrate appropriate knife skills through speed and accuracy of standard cuts * Assist in production ensuring all food is being prepped and cooked according to standardized recipes * Ensure proper quantities of food are prepared in alignment with work production sheets and standardized recipes * Adhere to proper portion controls set by standardized recipes and specialized diets * Ensure that all work and storage areas as well as all cooking utensils and equipment are cleaned, sanitized, and properly put away after each use * Demonstrate compliance with all food safety standards (labeling/dating, proper measurement and recording of temperatures, food rotation and storage, etc.) without the need for supervision * Ensure all food is cook and held at proper temperatures and is attractively presented | Successful completion of **4 out of 5** of the following capabilities   * Can articulate the proper timing of food cooking and readiness based off of the meal services production sheets * Demonstrates the ability to effectively organize and prioritize daily tasks as evidenced by efficient completion of workload * Does not create unnecessary waste when prepping recipes * Can articulate and complete all necessary diet requirements (IDDSE, Kosher, Etc.) * Proactively identifies and communicates cross-utilization of product to supervisors/sous chef. | ***Technical Skills***   * Execute the production for assigned meal service according to daily production sheets * Demonstrate the ability to multi-task to ensure meal service is timed and coordinated resulting in high quality and presentation of meal * Maintain control over food usage to minimize food waste * Demonstrates ability to plan ahead on production requirements to minimize redundancy in tasks * Demonstrate ability to interpret the unique production requirements of specialized diets and recipes * Ensure that all work and storage areas as well as all cooking utensils and equipment are cleaned, sanitized, and properly put away after each use. * Demonstrate compliance with all food safety standards (labeling/dating, proper measurement and recording of temperatures, food rotation and storage, etc.) without the need for supervision * Ensure all food is cook and held at proper temperatures and is attractively presented |