***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.”
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| ***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.
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| ***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.
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***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
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***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
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***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
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***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
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***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
 |