Team Lead, Food Services

**JOB PURPOSE:**

Under the supervision of the General Manager and in collaboration with the assistant food court team leader monitors and leads staff and student employees in the preparation, order taking, and delivery of food products. Assist the General Manager in ensuring the overall success of the food court shop operations.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Monitors on-hand inventory and determines quantity of food to order. Communicates order information to General Manager.

Works from recipes and instructions to prepare and cook food; calculates, weights and measures ingredient quantities; washes, peels, cuts, slices, trims or blends various items for cooking and serving.

Assists Management in explaining and demonstrating methods and procedures for performing tasks to the food court shop's employees, including food handling and sanitation techniques.

Provides input to management regarding the scheduling of employees.

Monitors, directs, and assists staff and student employees in preparation, proper serving sizes, proper food temperature, order taking, and delivery of food products in the proper media, and delivered in a timely manner. Ensures customer service standards are demonstrated on the job.

Position is responsible for recipe compliance, quality standards, and food presentation/garnishing in the dining facility.

Monitors work performance for quality, accuracy, and completeness to ensure compliance with departmental standards.

Work with management in establishing closing procedures for the dining facility. Ensure proper cleaning and disinfecting of equipment.

Responds to and resolves customers' complaints and concerns to maintain positive relations with customers.

Monitors and supports the food operation's process measures and is accountable for the results of these measures. Reviews production work sheet and organize tasks to shift staff. Places orders for food needed to meet worksheet production needs.

Responsible for the rotation and timely use of all food products located within production areas (includes walk-in refrigerators, upright/chest freezers, and kitchen pantries).

Reviews production worksheet daily then organizes and assigns tasks to shift staff.
Records usage of food and leftover quantities then prepares and stores food.

Works closely with the unit Chef to make sure all proper procedures are followed by all cook staff.

Responsible for covering employee break times; make certain that service is always maintained.

May operate cash register following established cash handling procedures and adhering to departmental audit standards; receives payment for items purchased; issues change, receipts, refunds or credits due to customers; reconciles cash drawer; maintains clean and orderly checkout area.

Performs other duties incidental to the work described herein and as directed by the manager.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of health and safety regulations.

Knowledge of professional cooking principles required.

Ability to respond to common food inquiries or complaints from customers and take appropriate action to resolve issues.

Ability to work comfortably in a group environment, treat employees and customers with kindness and respect.

Ability to be a flexible team player in a dynamic environment requiring a customer focused approach and utilizing excellent interpersonal skills, communication, facilitation and coaching skills.

Ability to maintain acceptable standards of personal hygiene.

Ability to work in safe and efficient manner.

**MINIMUM REQUIREMENTS:**

Education: High School Graduate or G.E.D.

Experience: Two years experience in food service.

Certifications/Licenses: SafeServ food safety certification.

**PHYSICAL REQUIREMENTS:**

Requires a great deal of seizing, holding, grasping, turning, picking, pinching, lifting, or general use of the hands, fingers, arms, back, shoulders, and legs. Requires extended periods of standing and/or walking throughout various kitchen areas and facilities. May be required to lift, push, turn, or move very heavy food commodities such as 25-50lb bags of salt, flour, potatoes, carrots, or sugar; additional heavy items may include large pieces of pork, beef, or poultry weighing from 25lb each to hundreds of pounds in total.
**WORKING CONDITIONS:**

Work is conducted primarily within an institutional kitchen or production area but also includes service areas, storage areas, and dining areas. Areas will include extremes such as loud or repetitive noise, cold or freezing temperatures, high temperatures from grills, fryers, ovens, steamers, etc., noxious fumes, and slippery floor surfaces.

The intent of this job specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this specification.

A person with a disability who is pursuing employment opportunities with Indiana University and wishes to discuss minimum requirement accommodations should contact the campus HR office.