



**Cook – Gourmet Ambassador
JOB DESCRIPTION**

Position Title:	Cook – Gourmet Ambassador	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	
Department:	Food Hospitality and Nutrition		
Reports to:	Director, Food Hospitality and Nutrition		
Last Update:	March 15, 2017		

Job Summary

Cook ~ Gourmet Ambassador, is responsible for helping to sustain the highest quality food service and nutritional care for customers consisting of patients, guests, and the RGH family. The primary goal is to consistently plate a fantastic dining experience for the people served. The cook will prepare, season, and cook. He/she will be the embodiment of the hospital’s mission, vision and values. Under the direct supervision of the director, the Cook ~ Gourmet Ambassador will perform a variety of food service and dish duties. They will safeguard each customer experiences the highest level of personalized service.

Essential Functions

- Promote the mission, vision, and values of the organization and exemplify them through food hospitality
- Greet all patients, families, employees, and hospital visitors with a positive, cheerful attitude
- Exhibit exceptional customer service skills and look for opportunities to go above and beyond to meet customer’s needs
- Conducts patient diet assessments upon admission
- Cook breakfast, lunch, and dinner with no or very little assistance or supervision
- Able to cook for catering and special events, both at RGH and in the community
- Prepare and cook various foods by reviewing and reading planned menus and recipes
- Tests foods being cooked to ensure proper temperatures are reached
- Taste tests food, and improves flavor and texture if needed by adding ingredients or seasonings
- Maintains quality control measures to ensure temperature, attractiveness and palatability of food
- Serve patient diets with appropriate foods, portion, and garnishes per established patient menus and guidelines
- Prepare patient meals and package appropriately for patient meal service times
- Ensures that food on the RGH Café line is properly stocked and visually appealing during entire service times
- Consults with Director on modified diets, as necessary
- Consults with Director regarding use of left-over prepared food
- Ensures cleaning and sanitation requirements are maintained
- Maintains temperature logs for food, refrigerators and freezers
- Performs assigned cleaning duties on a daily basis
- Performs special cleaning duties as assigned by the Director
- Dispose food waste appropriately as per established guidelines
- Serves food on the cafeteria tray line
- Runs cash register in RGH Café when needed
- Maintains RGH Café tray line in a clean, neat and organized manner

- Delivers items as requested by patient care units or patients
- Assists where needed and performs other related duties as assigned by Director
- Maintains a good working relationship, both within the department and with other departments
- Ensures infection control practices are always maintained
- Performs any or all of the duties in the kitchen, tray line, cafeteria, and dish room as needed

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, vision and values of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services

Qualifications

- High school diploma or equivalent
- Must have Food Handler's certification or ability to obtain with ninety (90) days of employment
- Minimum one year on the job as "Nutritional Services Ambassador II" or prior cook experience
- Must pass Ambassador Patient Assessment
- Must pass Cook Skills Assessment
- Must pass Patient Diet Assessment
- Must provide a minimum of two in-service to team members during regular staff meeting

Knowledge, Skills, and Abilities

- Strong organizational and interpersonal skills
- Well-developed written and verbal communication skills necessary
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours including call hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date