

Class Specifications
for the Class:HOSPITAL ROOM SERVICE ATTENDANT
BC-03; BU:01Duties Summary:

The Hospital Room Service Attendant provides high quality food and exemplary service to patients regarding the hospital menu and room service program; assists patients in selecting menu items based on personal preference/dietary restrictions; arranges silverware, glassware and dinnerware; serves meals in a timely, accurate and courteous manner; and performs other related duties as required.

Distinguishing Characteristics:

This class is distinguished by its primary responsibility for creating an exceptional customer service experience in meeting patients' food service needs. This includes explanation of the room service program and meal order system in a clear, professional manner. Communicates and works effectively as a team member to relay patient selections to kitchen staff and serves the meal in timely, courteous manner. Adheres to department dress code guidelines to represent a professional service image.

Examples of Duties:

Provides information regarding the room service program and hospital menu; confers with patients regarding food preferences and keeps records of special diets and food allergies; discusses patient dietary needs with dietitian or nursing to gauge the type of meals that need to be prepared; provides patients with information on what each food item prescribed by the doctor contains and how it is good for their condition; serves aesthetically pleasing and 100% accurate food trays with appropriate utensils along with any beverages that the patient's dietary order allows in accordance with the Department's standards; serves patients with courtesy and professionalism using the designated script provided by the department; verifies patient's menu selections to food items served on the tray and immediately fix errors; communicates food requests accurately to production personnel (i.e., Kitchen Helpers, Cooks, etc.); observes all established security and patient privacy policies and procedures when delivering meals to patient rooms. inventory and restock food prior to meal service; may assist in washing dishes, pots, pans, etc.; may assist in preparing and cooking of food, cleaning and related duties; retrieves soiled trays and requests feedback from patients regarding food, service, and quality to ensure patient satisfaction

Knowledge and Abilities Required:

Knowledge of: Hazard Analysis and Critical Control Points (HACCP) food safety guidelines; methods of food handling and preparation, methods, materials and equipment used in cleaning kitchen appliances and utensils; kitchen sanitation, personal hygiene in a healthcare or hospitality setting; and measurement of appropriate food portions.

Ability to: Organize to perform work within established departmental time frames; listen, understand and follow oral and written instructions; speak clearly and communicate effectively; understand basic diets; learn food restrictions for diets; remember details of diets, orders, patient names etc.; take food orders and communicate requests accurately; measure food servings and serve food; work cooperatively with others; and communicate clearly and professionally.

This is the first class specification for the class, HOSPITAL ROOM SERVICE ATTENDANT, effective October 13, 2014.

DATE APPROVED: October 13, 2014

CLIFFORD B. CAESAR
Director of Human Resources