

# Canteen & Food Court

## Role and Task Descriptions

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Human Resources

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# Year 1: Canteen or Food Court

The Canteen or Food Court worker is a vital member of the food service team, responsible for various tasks related to food preparation, serving, and maintaining the cleanliness of the canteen or food court. This role contributes to creating a positive and efficient dining experience for students, staff and visitors. The roles and tasks include:

1. Food Preparation:
  - a. Assist in the preparation of menu items, including sandwiches, salads and hot meals.
  - b. Follow standardized recipes and portion sizes to maintain consistency.
  - c. Collaborate with the canteen or food court supervisor to ensure timely food production.
2. Serving and Cashier Duties:
  - a. Greet and serve customers in a friendly and efficient manner.
  - b. Operate cash registers and process transactions accurately.
  - c. Answer customer questions about menu items and make recommendations.
3. Cleaning and Sanitation:
  - a. Maintain cleanliness and hygiene in the canteen and food court area including serving counters and dining tables.
  - b. Clean and sanitize kitchen equipment, utensils and work surfaces.
  - c. Empty trash bins regularly and ensure waste disposal follows proper procedures.
4. Inventory Management:
  - a. Assist in monitoring and managing inventory levels of food, beverages and supplies.
  - b. Rotate and restock items to ensure freshness and minimize waste.
  - c. Report any inventory shortages or issues to the canteen or food court supervisor.
5. Compliance with Health and Safety Standards:
  - a. Adhere to health and safety regulations including proper food handling and sanitation practices.
  - b. Wear appropriate personal protective equipment (PPE) when required.
  - c. Report any safety concerns or incidents promptly to the canteen or food court supervisor.

6. Customer Service:
  - a. Provide friendly and courteous customer service to students, staff and visitors.
  - b. Assist in addressing customers inquiries, special requests, or dietary restrictions,
  - c. Communicate customer feedback to the canteen and food court supervisor for continuous improvement.
7. Team Collaboration:
  - a. Work collaboratively with other canteen or food court workers.
  - b. Communicate effectively with team members to coordinate tasks and responsibilities.
  - c. Support a positive and cooperative work environment.
8. Assistance with Special Events:
  - a. Assist during special events or themed days organized by the canteen, food court or school.
  - b. Contribute to the preparation and service of special menu items.
  - c. Collaborate with the canteen and food court supervisor in event planning and execution.

**Top characteristics for this role:**

- Basic knowledge of food safety and sanitation practices.
- Ability to follow recipes and instruction accurately.
- Excellent customer service and communication skills.
- Physical stamina and ability to stand for extended periods.
- Team player with a positive attitude.
- Willingness to learn and take on new tasks.

**Related Learning Outcomes:**

- Creates hospitable environment that guests and other stakeholders perceive as valuable safe and sustainable (LO1).
- Creates connections and build network that supports realizing organisational goals and affected communities (LO2).
- Makes well-founded decision that can be justified to stakeholders (LO3).
- Analyses guest and other stakeholders in a hospitality context anticipate effectively on their needs and interests (LO4)

Or

- Provides creative solutions that add value to the hospitality industry and it environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manager, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)

- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

## Year 2: Canteen or Food Court Supervisor

The Canteen or Food Court Supervisor holds a key position in the school's food service operations, responsible for overseeing the day-to-day activities of the canteen or food court. This role involves supervising canteen staff, ensuring efficient service, maintaining cleanliness, and contributing to a positive dining experience for students and staff. The roles and tasks include:

1. Staff Supervision:
  - a. Supervise and lead canteen staff, including cooks, servers and cashiers.
  - b. Create and manage staff schedules, ensuring adequate coverage during peak hours.
  - c. Provide training and ongoing support to staff members.
2. Operational Oversight:
  - a. Oversee the daily operations of the canteen, ensuring a smooth and efficient service,
  - b. Implement and enforce operational procedures to maintain cleanliness and organization.
  - c. Coordinate with the canteen or food court manager to address any operational challenges.
3. Menu Execution:
  - a. Ensure the accurate and timely preparation and presentation of menu items.
  - b. Monitor food quality and adherence to established standards.
  - c. Collaborate with cooks and kitchen staff to maintain consistency in menu offerings.
4. Customer Service:
  - a. Foster a positive and customer-friendly environment in the canteen or food court.
  - b. Train staff to provide excellent customer service, addressing inquiries and concern.
  - c. Act as a point of contact for customer feedback and suggestions.
5. Cash Handling and Transactions:
  - a. Supervise the transaction procedures, ensuring accuracy and compliance with policies.
  - b. Collaborate with cashiers to resolve customer payment issues.
6. Healthy and Safety Compliance:
  - a. Ensure adherence to health and safety regulations, including sanitation standards.

- b. Conduct regular inspections to identify and address potential safety hazards.
  - c. Enforce proper food handling and storage procedures.
- 7. Inventory Management:
  - a. Assist in monitoring and managing inventory levels of food and supplies.
  - b. Work with the canteen or food court manager to place orders and replenish stock as needed.
  - c. Implement strategies to minimize waste and control costs.
- 8. Communication and Coordination:
  - a. Communicate effectively with canteen or food court staff, school administration and other stakeholders.
  - b. Collaborate with the canteen or food court manager to address concerns, implement changes, and improve operations.
  - c. Coordinate with other school departments for special events or initiatives.
- 9. Training and Development:
  - a. Support the training and development of canteen or food court staff in collaboration with the canteen and food court manager.
  - b. Provide guidance on proper food preparation, customer service and safety and practices.
  - c. Encourage a positive and collaborative team environment.

**Top characteristics for this role:**

- Knowledge of food safety, health regulations, and customer services principles.
- Strong leadership and communication skills.
- Ability to work collaboratively with a diverse team,
- Familiarity with inventory management and ordering processes.

**Related Learning Outcomes:**

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

## Year 3: Canteen or Food Court Manager

The Canteen or Food Court Manager plays a critical role in overseeing the daily operations of the school canteen. This position involves managing staff, ensuring the provision of nutritious and appealing meals, and maintaining a safe and efficient environment for students, staff and visitors. The roles and tasks include:

1. Operational Management:
  - a. Oversee the day-to-day operations of the school canteen, ensuring smooth and efficient service.
  - b. Develop and implement operational procedures to maintain a clean, organized and welcoming environment.
  - c. Coordinate with suppliers to ensure timely and cost-effective delivery of food and supplies.
2. Menu Planning and Development:
  - a. Plan and create a balanced and nutritious menu that meets the dietary needs and preferences of students, staff and visitors.
  - b. Introduce seasonal and varied menu items to keep the offerings interesting and appealing.
  - c. Collaborate with nutritionists or dietitians, if available, to ensure menu compliance with health standards.
3. Staff Management:
  - a. Recruit, train and supervise canteen staff, including cooks, servers and cashiers.
  - b. Develop staff schedules, ensuring adequate coverage during peak hours.
  - c. Conduct performance evaluations and provide ongoing training and support.
4. Budget and Financial Management:
  - a. Develop and manage the canteen budget, including expenses, revenues and cost control.
  - b. Monitor sales and analyse financial reports to make informed decisions.
  - c. Negotiate with suppliers to secure favourable pricing and terms.
5. Customer Service:
  - a. Ensure a high level of customer service by training staff to be friendly, helpful and efficient.
  - b. Gather feedback from students, staff and visitors to make improvements and adjustments.
  - c. Address customer complaints or concerns in a professional and timely manner.

6. Quality Control:
  - a. Monitor the quality of food preparation and presentation to meet established standards.
  - b. Implement and enforce food safety and hygiene practices.
  - c. Address any customer concerns or issues related to food quality promptly.
7. Health and Safety Compliance:
  - a. Ensure compliance with health and safety regulations, including proper food handling and sanitation.
  - b. Conduct regular inspections to identify and address any safety hazards.
  - c. Implement and enforce proper food storage and handling procedures.
8. Promotions and Events:
  - a. Plan and execute promotions, themed days, or special events to enhance the canteen experience.
  - b. Collaborate with school administration to support events such as fundraisers or themed lunches.
  - c. Develop creative initiatives to encourage healthy eating habits among students.
9. Record Keeping and Reporting:
  - a. Maintain accurate records of inventory, sales and expenses.
  - b. Generate regular reports for administration on canteen performance and financial status.
  - c. Provide input for the development of future plans and improvements.

**Top characteristics for this role:**

- Knowledge of nutrition, food safety and health regulations.
- Strong leadership and interpersonal skills.
- Excellent organizational and multitasking abilities.
- Proficient in budget management and financial analysis.
- familiarity with inventory management and ordering processes.
- Ability to work collaboratively with school administration, staff and visitors.

**Related Learning Outcomes:**

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)

- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

