United Methodist Communities

Dining Server

Using Staff Performance Review Template  
Template

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| First Name | xxxxx |
| Last Name | xxxxx |
| Position Code | 095 |
| Position Name | Dining Server |
| Department Code | 8010 |
| Department Name | Dining Services |
| Facility Name | Bristol Glen |
| Manager Name | xxxxx |
| Employee Number | xxxxx |
| FLSA status | xxxxx |
| EEOC | xxxxx |

Total Weight = 100%

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| **POSITION SUMMARY** |

* This position works under direct supervision and follows standard procedures and written instructions to accomplish assigned tasks. To serve meals to all residents, maintain the cleanliness of the dining room(s) and kitchen, maintains table supplies, and prepares salads, desserts etc. as instructed. Provides excellent customer service through the entire meal service including: order taking, salad, soup, beverage and dessert dish up, clearing between courses, etc.

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| **RISK RATING** |

* Low

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| **MISSION, VALUES AND BEHAVIORAL EXPECTATIONS** |

* **Support, uphold and maintain the mission and** values of the United Methodist Communities and promote the Communities in a positive manner in all interactions within and outside the community. Demonstrate loyalty to and pride in the community, its associates, residents and guests.
* **Respect and safeguard the confidentiality of information** including HIPAA, regarding residents, associates and guests.
* **Project a professional and caring** demeanor when interacting with residents, family members, guests and associates.
* **Maintain a clean, neat and orderly environment.** Use equipment, supplies and other materials in a responsible and cost effective manner.
* **Demonstrate teamwork** when interacting with other associates throughout the organization. Show respect for self and others in language, dress and behavior.
* **Initiate prompt and appropriate action/follow-up** to problems and issues.
* **Anticipate needs of residents, guests and associates in a proactive fashion;** seek to meet the needs promptly and courteously.
* **Welcome suggestions and new ideas as an opportunity** to learn, grow and improve services.

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| **POSITION REQUIREMENTS** |

* **Minimum Education:**
  + High School Diploma or equivalent
* **Preferred Education:**
* **Minimum Applicable Experience:**
  + No previous or supervisory experience required.
* **Preferred Applicable Experience:**
  + Three months experience as a waitress/waiter is preferred.
* **Minimum Professional Membership, Licensure, Certifications:**
* **Preferred Professional Membership, Licensure, Certifications:**
* **General Working Conditions:**
  + Typical Office environment, regular travel is expected in this position.
* **Physical Demands:**
  + Physical Requirements Form: Heavy Work Requirements
* **Knowledge, Skills and Abilities:**
  + Must be able to read, write, speak and understand the English language.
  + Must possess excellent written and oral communication skills and the ability to communicate effectively with all levels of personnel and external customers.
  + Must be able to work as a team player and collaborate with community and senior leadership in a matrix organizational structure.
  + Must possess good judgement and excellent problem-solving skills.
  + Must demonstrate excellent interpersonal skills.
  + Must demonstrate strong organizational skills and the ability to multi-task.
  + Must demonstrate excellent analytical abilities and be able to respond to inquiries and concerns from associates, residents and other customers or members of the community.
  + Must demonstrate the values and mission of United Methodist Communities.
* **Machines, Tools, Equipment, Electronic Devices, Computer Software, etc. use:**
  + Ability to operate a motor vehicle in accordance with company policy.
  + Ability to use common office equipment such as: telephone, fax machine, computer and copier.
  + Computer programs including MS Office and Outlook.

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| **PHYSICAL REQUIREMENTS** |

* **Position Physical Requirements:**
  + Frequent lifting and carrying of articles less than or equal to 35 pounds and occasional lifting and carrying of articles greater than 35 pounds with the assistance of a device or lift. If someone can do heavy work, we determine that he or she can also do medium, light, and sedentary work.
* **Number of hours per day, based on a 7.5 or 8 hour full time equivalent day, associate is required to be able to:**
  + Sit: 0.5
  + Stand: 4.5
  + Walk: 2.5
  + Drive: 0
* **Associate is required to:**
  + Lift 1-10lbs - Frequent (67%-100%)
  + Lift 11-25 lbs - Frequent (67%-100%)
  + Lift 25-35 lbs - Frequent (67%-100%)
  + Lift more than 35 lbs with assistance or device to max lift of 35 lbs per person - Occasional (34%-66%)
  + Carry 1-10 lbs - Frequent (67%-100%)
  + Carry 11-25 lbs - Frequent (67%-100%)
  + Carry 25-35 lbs - Frequent (67%-100%)
  + Carry more than 35 lbs with assistance or device to max lift of 35 lbs per person - Occasional (34%-66%)
  + Push/Pull - Frequent (67%-100%)
  + Climb/Balance - Frequent (67%-100%)
  + Stoop/Squat - Frequent (67%-100%)
  + Kneel - Frequent (67%-100%)
  + Twist/Pivot - Frequent (67%-100%)
  + Bend - Frequent (67%-100%)
  + Reach above shoulders - Infrequent (1%-33%)
  + Grasp objects - Frequent (67%-100%)
  + Manipulate small objects - Frequent (67%-100%)
  + Crawl - Occasional (34%-66%)
  + Move machinery - Frequent (67%-100%)
  + Do repetitive hand movement - Never
  + Do repetitive foot movement - Never
* **Other:**
  + Fit Test Required for Use of Respirator
  + Climb/Carry ladders
  + Perform assisted transfers

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| **JOB HAZARD ASSESSMENT RISK & PPE USE FOR COVID-19** |

* Risk Rating - High

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| **PERFORMANCE REVIEW INSTRUCTIONS** |

* The Associate Performance Review has three components:
  + **Mission, Values and Behavioral Expectations**Review the observations you made of the associate’s work behavior throughout the entire past year. Use your notes to help you rate how frequently the associate exhibited each of the behaviors which demonstrate UMC’s values of compassion, respect, stewardship and service.
  + **Key Results Accomplished Based on Job Description**Select up to four key results and their metrics from the associate’s job description and copy them into the table provided. For each, rate whether the associate exceeded, met, or did not meet expectations for accomplishing the key results required as part of his or her job.
  + **Developmental Goals**First, ask the associate to suggest up to three goals that he or she will strive to achieve during the upcoming year. The goals should be linked to current job activities, behaviors that support our mission and values, or new skills that could enhance the associate’s future potential at UMC NJ. Second, if the associate’s goals are reasonable and achievable you may use them, revise them or agree to alternate goals. After you have discussed and agreed to the goals, use the space provided to list the goals, the specific activities required to achieve them, and the expected completion date.

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| **PERFORMANCE RATING KEY FOR MISSION, VALUES AND BEHAVIORAL EXPECTATIONS** |

* **Always/Almost Always** (more than 80% of the time)
* **Often** (much more than half the time, e.g. 61-80% of the time)
* **Occasionally**  (about 36-60% of the time)
* **Rarely** (much less than half the time, e.g. 20-35% of the time)
* **Never/Almost Never** (less than 20% of the time)
* **Not Rated** (don’t know, not applicable, not enough information)

50%

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| **MISSION, VALUES, AND BEHAVIORAL EXPECTATIONS** |

* The UMC mission is compassionately serving in community so that all are free to choose abundant life. Our vision is growing through creativity, innovation and gracious hospitality. Our key values are compassion, respect, stewardship and service. All associates are expected to behave in ways that support, uphold and maintain the mission, vision and values as well as the strategic goals of UMC.   
    
  **Compassion: Demonstrating love in our daily interactions**
  + Is welcoming and easily approachable; hospitable.
  + Focuses on the needs of residents, family members and/or other UMC associates; anticipates their needs and responds promptly to meet them.
  + Shares ideas and information willingly; listens attentively; displays understanding, empathy and sensitivity when communicating with others.
* **Respect: Seeing and valuing sacred worth**
  + Respectful, courteous and non-judgmental toward all persons regardless of their beliefs, background, age, gender, ethnicity, etc.
  + Follows through and keeps commitments. Dependable; can be trusted to do the right thing.
  + Takes responsibility for own actions; doesn’t get defensive or blame others for mistakes.
  + Adheres to compliance standards; upholds all applicable laws, rules and regulations affecting the organization.  Upholds legal and regulatory privacy and security standards including HIPAA.
  + Maintains acceptable attendance and punctuality. Provides proper notice of foreseeable problems.
* **Stewardship: Faithfully managing the resources entrusted to us**
  + Uses money, supplies, equipment and other materials in a cost-effective manner; maintains a clean and orderly environment; avoids wasting resources.
  + Open to change; finds more effective ways of doing things. Supports organizational initiatives; improves processes.
  + Accepts suggestions and new ideas as opportunities to learn, grow and improve own performance.
  + Completes all assigned education in a timely manner.
  + Works efficiently; manages time well and meets deadlines.
* **Service: Finding joy in caring**
  + Projects a positive, enthusiastic attitude in their work.
  + Takes initiative to serve others; goes “above and beyond”. Finds ways to recover and “make things right” when needed.
  + Serves, supports and communicates with other associates to accomplish common tasks and reach goals; a cooperative team member.
  + Completes assignments thoroughly and correctly with appropriate supervision. Maintains high work quality, even under pressure.
  + Displays a clear understanding and ability to perform the assigned job responsibilities.  Learns new skills and acquires needed knowledge.

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| **PERFORMANCE RATING KEY FOR ESSENTIAL FUNCTIONS** |

* 5 - Achieved the best possible results (exceeded all expectations)
* 3 - Achieved expected results (met expectations)
* 1 - Did not achieve expected results (did not meet expectations)

50%

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| **ESSENTIAL FUNCTIONS** (Specific Tasks/Duties) |

* Ensures safe food service including: cleaning and sanitation of tools and work space, proper storage of food, cleaning and set up of dining rooms.
  + **Why/In Order To**
    - Regulatory compliance
    - To prevent infection and food borne illness
  + **How Measured**
    - Infection control audits
    - DOH surveys
* Processing table orders on time.
  + **Why/In Order To**
    - Meals arrive at appropriate temperatures and textures.
  + **How Measured**
    - Resident satisfaction
* Integral part of the dining service program (catering, events, retail, etc.).
  + **Why/In Order To**
    - To provide excellent customer service to residents, staff, family and visitors.
  + **How Measured**
    - Resident Surveys

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| **NON-ESSENTIAL FUNCTIONS** |

* Perform other duties as assigned or as responsibilities dictated.

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| **SUPERVISOR** |

* Where associate’s performance did not meet expectations, please explain how it fell short and what should be done differently in the future.

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| **GOALS** |

* Did associate meet any development goals assigned during this cycle?

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| **JOB DESCRIPTION ACKNOWLEDGEMENT** |

* I have reviewed this position description and understand the performance standards that are expected of me. I understand that nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time as needed. I also understand that this job description in no way constitutes an employment contract and that I am employed at-will.

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| **SIGNATURE** |

* **Associate signature does not necessarily indicate agreement but acknowledges that the appraisal has been discussed with associate.**