

North Carolina State University
Food Services Supervisor Competency Profile

DESCRIPTION OF WORK:

Work in this class involves supervisory or specialized work in directing food service activities in an institutional kitchen of a state facility. Employees supervise the ordering, preparing, portioning, and serving of food and/or are responsible for cleaning and sanitation activities for an entire dining hall service area. Employees may supervise and train Food Production Technicians and/or student workers. Employees receive menus from higher-level dietary staff and direct the food preparation and cooking activities to meet the menu requirements, in accordance with therapeutic and mechanically modified diets. Employees are responsible for sufficient inventory of food and supplies and the sanitation standards throughout the kitchen. Work is reviewed by a Food Production Manager or other professional dietary staff to ensure adherence to established sanitation standards. Employees in this class may perform all phases of food service operations to include procurement and storage, menu planning, food preparation and service, housekeeping and record keeping in a small facility. Positions in this class may also plan, coordinate, and oversee the physical arrangements, serving requirements, and execution of various events with varying needs and time constraints. Employees orchestrate events that may include hiring and training staff, coordinating menus, room arrangement/design, decorations and settings. Employees also review events with food production personnel to include how food should be presented and special requirements for decorations and equipment. Incumbents in these positions check dining room function sheets for correct billing. Work in this class may also involve planning, marketing and directing catering services. Employees are responsible for contacting the organization requesting the event and explaining catering services available, detailing the requirements for the catered event, relaying the details to the food service department, and ensuring the delivery and quality of services agreed upon. Employees have significant input into the menu development and pricing of events. Employees independently negotiate services required and make final decisions on the details of the catering.

Competency	Definition
Knowledge— Technical:	Achieves a satisfactory level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.
Customer Service:	Knows the mission of the organization, and how work activities impacts clients and the organization. Understands and responds to needs of a variety of clients. Knows role of clients in the work environment.
Communication:	Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Planning and Organizing Work:	Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. At the advanced level, planning is of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

Financial Administration (Budgeting):	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.
Training:	Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.
Managing Work Processes:	Measures and evaluates work processes, services and products to achieve organizational goals. Redesigns as needed using best methods and technology to meet or exceed business needs. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.
Human Resources Management:	Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures.
Safety and Health Compliance:	Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment.

<i>Functional</i>	Contributing	Journey	Advanced
<i>Knowledge—Technical:</i>	Prepares menu items. Checks temperature of foods. Orders food from supplier(s); exact requirements regarding amounts and times must be detailed to ensure the services will operate smoothly and efficiently. Reports need for equipment repair.	May plan standard menus. May prepare several menu items simultaneously, including both hot and cold items. Provides and/or follows specific instructions related to preparing foods for regular or modified diets/menus. Ensures adequate kitchen and food supplies, and equipment repair. Oversees and/or prepare, season, cook and bake the full range of foods which meet the standards of taste, appearance, texture and diet requirements. Seeks out knowledge of improved products, methods, or industry trends and makes recommendations to higher-level administration.	Assigns, monitors, trains and/or evaluates daily tasks of kitchen staff. Prepares and modifies menus and recipes according to volume and dietary needs, or special requirements. Researches recipes and prepares complex foods and yeast pastries.
<i>Customer Service:</i>	Effectively listens and responds to routine customer needs.	Recognizes, addresses, and resolves potential, non-routine problems in service.	Anticipates customer needs; addresses and crosses work units to resolve potential problems. Represents the work area when needed to customers on matters of concern.
<i>Communication:</i>	Recommends alternative solutions or takes actions to solve minor problems encountered in the work. Communicates appropriately.	Facilitates communication among the work group in a manner that helps accomplish daily work goals. Serves as accessible point of contact with customers on comments and discussions about quality and timeliness of work group accomplishments and requested changes in process or outputs. Encourages customer feedback. Employees ensure quality services during the event and are authorized to make changes on the spot to accomplish customer satisfaction.	Leads by example in overcoming communication problems in the work area. Identifies ways to communicate well with each employee and each customer. Acts as a liaison to management.
<i>Planning and Organizing Work:</i>	Assigns and monitors daily work. Provides instruction to employees for assigned tasks.	Plans daily or weekly work/events to meet established objectives. Assesses the needs of the unit and recommend minor changes in procedures, workflow and staffing assignments.	Plans work/event operations; establishes priorities, and sets deadlines over a short-range period, within established goals and objectives. Assist in strategic planning to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

<i>Financial Administration (Budgeting):</i>	Awareness of operating budget.	Operates within assigned budget for a specific area.	Operates within assigned budget. Recommends needed expenditures. Assesses food and labor costs.
<i>Training:</i>	Models work/job duties for employees.	Ensures on-the-job training. Encourages employees to learn improved skills and helps them overcome deficiencies through training	Develops training programs. Determines training needs and provides training to employees. Ensures employees have tools and knowledge to comply with standards.
<i>Managing Work Processes:</i>	Monitors work of staff, closely and ongoing, to assess and problem solve. Explains and applies work rules, standards and guidelines.	Reviews work of staff upon completion to assess and problem solve. Ensures adherence to work standards and total quality standards. Recommends minor changes to work standards. Seeks input from others in making and implementing changes in work processes that help employees perform the job better and serve customer needs.	Reviews accomplishments to ensure program missions and goals are being met. Makes final review for the most difficult, controversial or sensitive work in order to assess and problem solve. Provides management support to ensure adherence to work rules, standards and guidelines. Implements minor adjustments or changes to work rules, standards and guidelines.
<i>Human Resources Management:</i>	Identifies problems and brings to attention of appropriate authority.	May approves routine leave requests. Resolves minor problems and complaints on an informal basis. Motivates and encourages employees.	Assists in recruitment and selection process; ensures benefits information is shared; approves non-routine leave requests. Recommends resolution of performance/disciplinary issues. Acts as liaison to management.
<i>Safety and Health Compliance:</i>	Inspects work products and assists in food service and kitchen clean up procedures.	Uses food handling, storage and rotation techniques to avoid cross contamination and recognize critical control points.	Recommends procedural and purchasing changes to meet newer sanitation rules. Conducts internal inspections to ensure compliance with sanitation rules.