



**Job Code:** 2116  
**Grade:** 11-A1111  
**HCWR:** N

**Job Title**  
Food Service Supervisor

**Department**  
Food and Nutrition Services

**Job Summary**

Coordinates, supervises, and evaluates Food Service Workers in the assembly and service of patient meals. Processes patient menus according to standards set by Clinical Nutrition Manager. Checks accuracy of patient trays, nourishments, formulas, and tube feedings. Answers phone in diet office regarding patient meals. Provides excellent customer service to both patients and staff. Assists in conducting quality assurance studies, temperature taking and making meal rounds. Coordinate, supervise, and evaluate Foodservice Workers in the assembly and service of cafeteria meals for employees, visitors and patients in the Food and Nutrition Department.

**Typical Duties**

- Patient Area
- Process menus in the diet office according to physician diet orders and standards set by Clinical Nutrition Manager. Supervise and coordinate assembly of trayline preparation, distribution and collection of patient meals, nourishments, tube feedings, late trays and ware washing according to time schedule. Ensure hospital and departmental policies and procedures are followed at all times. Responsible for the preparation of powder formula according to proper mixing and sanitation standards. Check accuracy of patient trays for compliance with physician diet order, menu, and patient food preferences. Assure prompt and efficient delivery of patient meals. Ensure all items leaving kitchen for patient areas are properly tracked.
- Cafeteria Area
- Supervise and coordinate employees to prepare and serve meals for employees and visitors according to a set time schedule. Assure direct, prompt, and efficient service in the cafeteria. Prepare and supervise catering functions as requested. Collect and submit register reports and receipts according to department policies and procedures. Address customer complaints and resolve problems as appropriate. Ensure all items are properly paid for.
- All Supervisors
- Evaluate job performance; encourage leadership and motivation for Foodservice Workers. Assign tasks, train, and advise staff on proper work methods and procedures. Ensure hospital policies, departmental policies, and regulatory standards are followed at all times. Check accuracy of portions. Inspect all areas of food production and service for sanitation and safety compliance. Initiate and follow through with corrective actions for non-compliance to policies and procedures. Provide training experience to dietetic students as assigned. Assist in maintaining sufficient inventory and issuing of supplies. Write requisitions for work orders as needed. Work cooperatively with others to achieve departmental goals. Promote good public relations; maintain effective communications within foodservice and other departments. Resolve problems and issues effectively relating to patient meals and service. Report any major problems/issues to Manager impacting client services.



**Minimum Qualifications**

- High School diploma or GED equivalent
- Knowledge of the operation of institutional foodservice equipment and nutrition therapy.
- Chicago Department of Health certified Foodservice Manager

**Preferred Qualifications**

- Associate degree with a concentration in Nutrition or Food Service Administration from an accredited college or university
- Two to four years of institutional foodservice experience desirable

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of the operation of institutional foodservice equipment and nutrition therapy.
- Good verbal and written communication skills.
- Ability to work well with a variety of people.
- Ability to withstand long periods of walking or standing and being able to tolerate excessive heat.
- Ability to read and write English

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**