DIVISION SCOPE OF SERVICE

Division: CAPITAL
Classification: FOOD RETAIL MANAGER
Applicant Name:

Food Retail Manager: The Food Retail Manager must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.
Definition of Care or Service: The Food Retail Manager provides overall planning and direction to and control of the retail operations to achieve operating standards, guests and client (including client employees) satisfaction, and financial goals with the requirements of company policies and statutory requirements. The successful leader will be responsible for developing effective working relationships with clients and team members while training and directing the retail team towards providing outstanding client and customer dining services. Scope of Service may include: • Develops team members through appropriate training, coaching and mentoring to ensure strong operational performance. • Maintains compliance standards for meal service and food quality. • Performs daily audits of safety, sanitation, food quality, meal delivery at point of service, and quality standards to optimize financial and operational performance. • Implement effective retail merchandising strategies and best practices to attract and retain customer base • Provide leadership to the front of the house team members ensuring execution of all duties to guarantee a maximum quality customer dining experience in a quality work environment • Works with client in maintaining safe work environment in facility. • Provide expertise to client in the planning an execution of catered functions within the facility • Works collaboratively with the Dining Services Management team to generate and implement strategies to create a successful overall dining experience and exceed customers' expectations. • Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
Setting(s): • Healthcare facilities including but not limited to hospitals
Supervision: • Direct supervision by the food service management company.   o Indirect supervision by the hospital leader who is responsible for food and nutrition services.
Evaluator: Dining Service Director
Tier Level: 2
eSAF Access Required: YES
Qualifications: • High School Diploma or higher **Preferred Qualifications:** • Bachelors of Science Degree in Hospitality Management or Culinary Arts Degree from a culinary school. NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

Created 8/26/2020

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State Requirements: • N/A
Experience: • Minimum 3 years related experience and/or training successful experience in managing large volume retail food service operation.

Competencies:
The Food Retail Manager will:
• Maintains a clean, sanitary working environment. Complies with federal, state and local health and sanitation regulations and department sanitation procedures as evidenced through local health department and third-party audits.
• Implements and maintains cash handling standards.
• Complies with federal, state and local health and sanitation regulations.
• Infection Prevention
    o Practices consistent hand hygiene
    o Uses personal protective equipment (PPE)
    o Required immunizations per Division requirements
    o Complies with Isolation precaution

References: •
Document Control: • Created 8/26/2020

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

  Applicant Printed Name: _____   **Signature:** _____   **Date:** _____