

DIVISION SCOPE OF SERVICE

Division: CAPITAL
Classification: GUEST SERVICES REPRESENTATIVE
Applicant Name:
<p>Guest Services Representative: The Guest Services Representative must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility.</p>
<p>Definition of Care or Service: The Guest Services Representative position routinely requires food and meal delivery and interaction with co-workers in food production and service delivery schedules under specific time frameworks and established sanitation and safety standards. The Dining Services Aide assembles meals and serves food under the direction of the General Manager, Dining Services Director or cook/supervisor. The Aide may also perform cleaning, dish/pot washing, and basic food preparation tasks as directed. This position on occasion requires variations to schedule and schedule length to meet client requirements or to cover employee absences.</p> <p>Scope of Service may include:</p> <ul style="list-style-type: none"> • Prepares snacks and nourishments according to facility policy, resident food preferences, and orders. • Assembles plates with correct food items utilizing the resident diets sheets. • Responsible for all aspects of service to the patients such as retrieving meal selections, checking patient trays for accuracy, meal deliveries, assisting patients with meal set up, and conducting "second rounds" to ensure patient satisfaction • Maintains relationship with residents and team members and quality satisfaction of food. • Performs all assigned side work to include setting/resetting of dining room(s), replenishing condiments and stocking hydration and coffee stations. • Consistently practices key sanitation procedures and policies, especially hand washing, proper food labeling and storage, and maintaining and documenting appropriate temperature of foods. • Maintains a neat, clean, well-groomed appearance. • Provide assistance to the cook in the preparation and service of meals. • Meet scheduled meal and snack times. • Maintains a friendly and cooperative manner with residents, guests, client personnel, team members, and supervisors. Responds to Resident's requests in a prompt, efficient and friendly manner • Perform defined work routines, using various dietary utensils, supplies and equipment as assigned by the Manager • Assist in arranging tray cards, loading food carts, and serving meals. • Performs other duties as assigned by the Dining Services Director or designee. • Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals.
<p>Supervision:</p> <ul style="list-style-type: none"> • Department Director <p>Evaluator: General Manager, Dining Services Director or cook/supervisor</p> <p>Tier Level: 2</p> <p>eSAF Access Required: Yes</p>

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Qualifications: <ul style="list-style-type: none">• High School diploma/GED or higher <p>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.</p>
State Requirements: <ul style="list-style-type: none">• N/A
Experience: <ul style="list-style-type: none">• Must have 1-2 years' experience working in a long-term care or assisted living environment.
Competencies: <p>The Guest Services Representative will demonstrate:</p> <ul style="list-style-type: none">• Follow Federal and State long term care regulations and Dietary Department policies and procedures.• Safe and effective preparation and delivery of food/beverage items• Candidates should have good communications and customer service skills, as well as good hand- eye coordination.• The ability to follow oral and written directions and the ability to use standard measurements is also required.• Infection Prevention<ul style="list-style-type: none">○ Practices consistent hand hygiene○ Uses personal protective equipment (PPE) when required○ Required immunizations per Division requirements○ Complies with Isolation precautions○ Maintains sterile field
References: <p>Servsafe Search Certificates: https://www.servsafe.com/access/SS/Certifications/Search</p>
Document Control: <ul style="list-style-type: none">• Created 9/14/2020

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.

<p>Applicant Printed Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>
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