

DIVISION SCOPE OF SERVICE

Division: MIDAMERICA
Classification: FOOD RETAIL MANAGER
Applicant Name:
<p>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.</p>
<p>Definition of Care or Service: The Food Retail Manager is responsible for the appearance of operation, maintaining staffing levels and cash management. Scope of Service may include:</p> <ul style="list-style-type: none"> • Train staff in customer service, proper portioning, cashier skills as well as safety and sanitation. • Interacts frequently with customers to determine satisfaction level and provide Service Recovery if necessary. • Interacts daily with Production Manager and/or Executive Chef to assist in production planning and reduce waste. • 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.
<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"> • Direct supervision by the food service management company. <ul style="list-style-type: none"> ○ Indirect supervision by the hospital leader who is responsible for food and nutrition services. <p>Evaluator: Hospital leader responsible for food and nutrition services.</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • Bachelors of Science Degree in Hospitality Management or Culinary Arts Degree from a culinary school. <ul style="list-style-type: none"> ○ Five years progressive food service management may be substituted for a degree <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • Food Protection Manager Certification preferred • Food Handler's permit if Food Protection Manager Certification not obtained <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>
<p>State Requirements:</p> <ul style="list-style-type: none"> • N/A
<p>Experience:</p> <ul style="list-style-type: none"> • N/A <p>Preferred Experience:</p> <ul style="list-style-type: none"> • One year work experience with some supervisory responsibilities preferred.
Competencies:

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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
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Required immunizations per Division requirements
 - Complies with Isolation precaution

References:

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Document Control

- Created 3/21/2018
- Cosmetic Update 3/13/2020

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: _____