

TRINITY PINES

CLASS TITLE: Kitchen Assistant

ROLE DEFINITION:

The primary goal of all our Kitchen Assistant team members is to help utilize the resources of our camp facility to provide an outstanding guest experience for the groups and individuals who come to Trinity Pines. The service begins prior to the group's arrival in assuring awareness of the group size and requests for facilities and activities and continues through the group's departure with prompt and courteous response to requests and needs as they arise while on site. Communication with the Food Service Manager and Assistant Manager is a key component in the effective delivery of quality service to our guests.

An effective Kitchen Assistant member will have eyes, ears and heart tuned to the needs of our guests and the readiness of our facility and personnel so that our guests as a group and as individuals have an outstanding experience here at Trinity Pines

BASIC FUNCTION:

The Kitchen Assistant is to be responsive to the Food Service Manager to ensure the overall quality of food to the cleanliness of the dining area for the camper's visit from the time they arrive on campus until departure time. Being available and responding appropriately to guest needs and requests marks the pattern of service desired for this position.

REPRESENTATIVE RESPONSIBILITIES AND DUTIES:

An effective Kitchen Assistant member has a broad range of abilities, aptitudes and attitudes that contribute to the outstanding guest experience. The following is a description of some of the ways those abilities, aptitudes and attitudes are demonstrated:

- Assist in giving input on menus and recipes for breakfast, lunch, and dinner service.
- Assists in preparing food and/or supervising meal preparation.
- Assists in the cleaning processes in the dish room, dining room and storage areas.
- Exemplifies positive team approach through hands-on work in all food service areas.
- Estimates quantities needed and adjusts or extend recipes to appropriate quantities; maintains food quality standards including appearance, taste and nutritional requirements.
- Assists in arranging cooking schedule and storage of cooked items to assure proper temperature of hot foods at serving time.
- Cleans food service equipment, stores food supplies, and complies with sanitation and safety procedures. Does a thorough walk through at the end of the shift to ensure all equipment is clean, put away, and off.

- Operates a variety of standard food preparation utensils such as ovens, grills, fryers, electric mixers, slicer, chopper, and other equipment.
- Assists in other food service areas as needed; serves food according to established guidelines and replenishes serving containers as needed.
- Assists in maintaining and stocking the drink service area. Assures that the equipment is clean and functional at all times.
- Assists in storing unused food and supplies.
- Performs related duties as assigned.
- Arrange dining room per requests of the group in advance of the arrival time.
- While the group is on site, make appropriate adjustments and adaptations to requests for changes due to unforeseen equipment or space issues, weather, etc. Applying a deliberate, yet efficient thought process, leading to a workable and practical solution to challenges is the goal.
- Assure that guest group members feel welcomed, wanted and respected during their stay. Modeling humble servant-hood while displaying a positive and pleasing attitude and demeanor is highly valued.
- Develop collaborative and cooperative relationships with all camp programs and personnel to jointly provide an outstanding guest experience. The pattern of operation would include recognizing and responding to opportunities to assist in any areas of need that would facilitate efficient camp operation.
- Build confidence and trust within the camp staff team through open and honest communication regarding needs, concerns, and issues related to effective and efficient camp operation and/or personal matters.
- Make the physical, spiritual and emotional safety and well-being of each of our guests a priority.

Attention to the following details all contribute to the outstanding guest experience:

- Facility presentation – clean, neat, orderly, and ready
(Dining area: set-up, pick-up, clean-up, reset, etc.)
- Foodservice – timely readiness, assist as needed, monitor guest needs

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Methods of food preparation, and serving food in large quantities.
- Sanitation and safety practices pertaining to food service.
- Standard food preparation equipment, utensils and measurements.
- Basic record-keeping techniques.

- Team Building as applied to food preparation environment.
- Basic math skills.
- Good customer service and verbal communication skills.
- Basic computer skills – MS Office components and Web search processes
- Camp and retreat dynamics
- Effective customer service practices

ABILITY TO:

- Follow recipes guidance given from Food Service Manager and Assistant Manager
- Prepare and cook a wide variety of foods following standard recipes to achieve required taste, appearance and nutritional standards
- Prepare appetizing and nutritionally balanced meals
- Adapt menus to accommodate individual dietary needs and/or medical limitations
- Affect food use efficiency in large scale food preparation
- Prepare and serve food in accordance with health and sanitation regulations
- Maintain food service equipment and areas in a clean and sanitary condition
- Operate standard food preparation equipment safely and efficiently
- Work independently with little direction
- Understand and follow oral and written directions
- Communicate effectively with guests and other members of the camp staff team
- Apply strong relational skills in a variety of group settings and with individuals
- Publicly represent Trinity Pines to prospective guest groups and individuals
- Observe and comply with health and safety regulations
- Meet schedules and timelines
- Maintain routine records where appropriate
- Effectively use basic math skills
- Establish and maintain cooperative and effective working relationships with others
- Demonstrate personal character consistent with Trinity Pines' Mission
- Evaluate and respond to guest needs

EDUCATION AND EXPERIENCE

An effective Kitchen Assistant member would have a combination of education, training and/or experience to consistently demonstrate the knowledge and abilities listed above. A growth based mindset, a can-do and will-do approach to the multi-faceted responsibilities of the position and a willingness to pursue further education and training related to the position is necessary. ServSaf Certification preferred.

PHYSICAL ABILITIES:

Standing and walking for extended periods of time, bending at the waist, pushing, moving, and lifting objects weighing up to 60 pounds.

WORK ENVIRONMENT HAZARDS:

- Working around and with and with a variety of mechanical and camp equipment.
- Moderate Lifting
- Outdoor environmental factors – weather, timber, water, etc.