



POSITION DESCRIPTION

Job Title – Cafeteria Monitor

Reports To – Chef/Manager

The purpose of this job description is to communicate the overall purpose, key responsibilities, and duties associated with this position. The Personal Touch company philosophy requires that all employees contribute on a team basis for the purpose of overall company success. ***While the following information should be considered a comprehensive description of this position, it should be noted that some responsibilities and duties may not be specifically addressed. Personal Touch reserves the right to amend or change this description at any time.***

Job Overview:

The Cafeteria Monitor is a key contributor to the orderly and efficient distribution of prepared foods and as well as creating a positive customer experience. He/she is the front line representative to answer questions regarding daily menu items and options availability and should begin each meal period prepared accordingly.

Essential Duties and Responsibilities of the Cafeteria Monitor

- Engage with students to ensure even flow into the lunch lines. Call students up to the line by tables, handing out lunch tickets to each student getting a lunch.
- Monitor student behavior to keep lines flowing smoothly.
- Monitor noise levels in cafeteria and use school-approved hand signals to get students' attention. Report any disciplinary issues to Disciplinary Coordinator as necessary.
- Clean the condiment station intermittently during the service period as necessary.
- Monitor the cafeteria for students in need of assistance. Inform the chef or manager of any student's food issues or allergies.
- Responsible for the disposal of finished lunch trays and trash (especially for younger students). Responsible for overseeing proper disposal of trays and trash for older students.
- Clean and sanitize condiment containers and work area after each shift.

Essential Duties and Responsibilities of All Personal Touch Employees

- The philosophy at Personal Touch includes providing all customers with memorable service. The service provided by every person at our company touches multiple customers both internally and externally. All customers must be treated with courtesy and respect and every effort should be made to ensure customer satisfaction at all times.
- Effective communication is key to customer service. It is the employee's responsibility to refrain from profanity, harsh words, or derogatory/inappropriate comments and communicate in a business appropriate manner.
- Personnel at Personal Touch are required to maintain a professional appearance at all times. This includes good hygiene; and, dressing in clean, neat, professional clothing or uniforms as required. Specific food service hygiene and dress code requirements are addressed separately in the employee manual.
- Employee reliability is key to exceptional customer service. Productive attendance during your scheduled hours and timeliness are essential. If unable to work your scheduled shift, reporting requirements are outlined in the employee manual.
- Continuous learning is a core requirement at Personal Touch. It is the company's expectation that all employees are open to and engaged in professional growth opportunities including cross-training for other positions, teambuilding activities, and skills training programs offered by the company.
- The health and safety of our employees is of paramount importance at Personal Touch. Compliance with safety regulations and reporting all on-the-job accidents and injuries as outlined in the employee manual is required.

- The health and safety of our customers is also of paramount importance at Personal Touch. Compliance with health department regulations, sanitation requirements, and food safety training is required.
- Attitude is everything! Employees at Personal Touch are expected to maintain a positive “can do” attitude when communicating with internal and external customers. Any concerns regarding your position or problems you may experience in the workplace should be addressed privately with your supervisor.
- All employees should be aware that new or additional responsibilities outside the scope of this job description may be assigned by management as necessary.

Education and/or Knowledge, Skills and Abilities Required

- Knowledge of foodstuffs is essential with some food production experience a plus
- Must be able to work at a moderate to fast pace
- Must possess basic math skills