

WINNIPEG MENNONITE SENIORS CARE INC.
Lindenwood Manor / Terrace

DINING ROOM SERVER JOB DESCRIPTION

Lindenwood Manor / Terrace are a non-profit, assisted living senior's apartment complex. It is owned and operated by Winnipeg Mennonite Seniors Care Inc. The mission of the Board of Directors and the sponsoring churches is to provide retirement living with supportive services. The goal is to provide seniors with a wide range of housing, recreational, and social services in a caring and supportive Christian community.

REPORTING RELATIONSHIP: Dining Room Supervisor or designate.

QUALIFICATIONS: The ability to work effectively and in an organized and efficient manner. A City of Winnipeg Police Check is mandatory. A provincial or out of province police check may be required. Experience with Micros point-of-sale computer system is an asset. A current Food Safe Certificate is recommended. Must be bondable.

QUALITIES: The ability to work in a team setting and provide professional services to residents with persons within the Food Services Department; Individual initiative; Flexibility. The ability to follow directives, systems, and procedures appropriately. Have excellent interpersonal communication skills. A commitment to provide the best care, welfare, safety and security of the seniors we serve. A commitment and belief to the standards consistent with the Christian values and philosophy of Lindenwood Manor / Terrace.

POSITION ABSTRACT: This full-time / part-time / casual position is responsible for all dining services related to the Lindenwood Manor / Terrace as directed by the Dining Room Supervisor.

DUTIES & RESPONSIBILITIES:

1. To be responsible for the service of meals and beverages to all residents and their guests in the dining room or function rooms, as directed by the Dining Room Supervisor or designate, including, but not limited to:
 - a. Serving of beverages;
 - b. Taking of meal orders;
 - c. Serving of meals;
 - d. Professional interaction with the residents;
 - e. Meal Deliveries as directed.
 - f. Use of Micros point-of-sale system

1. To be responsible for the cleanliness of the dining room, coffee shop (Manor), serving areas, and function rooms, including, but not limited to:
 - a. Setting, clearing, and sanitization of the tables;
 - b. Cleaning of the coffee machine and other service areas and equipment;
 - c. Sweeping and mopping of service area nightly or as required;
 - d. Following the tasks as listed on the Sever Cleaning List;
 - e. To do prep work in kitchen where assigned (including the handling of meat and fish);
 - f. Washing the dishes and all related tasks when assigned;

- g. Proper knife use;
 - h. Putting away supplies using proper FiFo techniques (proper rotation);
 - i. Washing of hands regularly.
3. To carry out responsibilities in a professional manner.
4. Ability to work in a fast paced environment.
5. To report to the Dining Room Supervisor or designate regarding any unusual or difficult situations in respect to the Food Services Department. Such as:
 - a. Concerns with any rude and disrespectful residents;
 - b. Safety concerns;
 - c. Potential harassment concerns;
 - d. Concerns with other staff;
 - e. Filling out Recordable Events according to company procedure.
6. To attend staff meetings as called upon by the Dining Room Supervisor, Food Services Director, or Executive Director.
7. To co-operate with the kitchen staff at Lindenwood Manor / Terrace in the delivery of food services to the residents.
8. To co-operate with the kitchen and dining room staff of the other location when assigned shifts and when not assigned shifts to that location.
9. To co-operate with other non-food service staff at Lindenwood Manor / Terrace in the delivery of services to the residents.
10. To be in good physical condition and be able to lift up to 50 pounds with proper lifting techniques.
11. The accurate and consistent recording of hours worked (signing out).
12. The handling of cash register transactions of Dining Room guests and Tuck Shop purchases as directed by the Dining Room Supervisor or designate.
13. To maintain a positive, healthy, and respectful attitude in all situations.
14. To represent the organization both formally and informally in a professional manner, and adhere to the standards consistent with the Christian values and philosophy of Lindenwood Manor / Terrace.
15. To carry such other relevant tasks as may be required from time to time as directed by the Dining Room Supervisor or designate.