

# EXCHANGE™

ARMY & AIR FORCE EXCHANGE SERVICE

<b>Title:</b>	<b>FOOD SERVICE WORKER</b>			<b>Job Code:</b>	<b>5682L02-04</b>
<b>Effective:</b>	<b>07 NOV 2002</b>		<b>Job Series:</b>		<b>Commission:</b> <b>NO</b>
<b>Security Requirement(s):</b>			<b>Appendix:</b>		<b>Third Shift:</b> <b>NO</b>
			<b>Work Load:</b>	<b>S</b>	<b>Grade:</b> <b>BC-2</b>
<b>US Job Title:</b>			<b>German Tariff:</b>		<b>US Job Code:</b>
<b>LN Supervisor:</b>	<b>NO</b>	<b>LN Manager :</b>	<b>NO</b>	<b>Over Time:</b>	<b>NO</b>
				<b>Last Modified:</b>	<b>26 AUG 2020</b>

## Summary of Responsibilities

UNDER DESIGNATED SUPERVISION, PREPARES AND SERVES SIMPLE FOODS AND BEVERAGES. MAY OPERATE AN OVEN, DEEP FAT FRYER, OR OTHER KITCHEN EQUIPMENT IN A SITUATION WHERE SET PROCEDURES ARE FOLLOWED AND WHERE COOKING SKILLS ARE NOT INVOLVED. THIS POSITION REQUIRES ASSOCIATE TO BE FRIENDLY AND PASSIONATELY FOCUSED ON DELIVERING A PERSONALIZED CUSTOMER EXPERIENCE.

-----  
 JOB LOCATION: EUROPE, UNITED KINGDOM, FOOD ACTIVITIES  
 JOB NUMBER: 462  
 -----

1. IN A FOOD ACTIVITY OTHER THAN A PORTABLE/STATIONARY SNACK STAND OR MOBILE PUSH CART, PERFORMS THE FOLLOWING:
    - A. SERVES ONE OR MORE ITEMS OF FOOD SUCH AS SALADS, MEATS, VEGETABLES, PIZZA, GRILLED ITEMS, SANDWICHES, DESSERTS, ICE CREAM, AND BEVERAGES AT A COUNTER OR STEAM TABLE.
    - B. PREPARES SIMPLE SALADS, COFFEE, AND TEA.
    - C. REPLENISHES FOOD AT SERVING STATIONS.
    - D. MAY PREPARE AND WRAP SANDWICHES. MAY WASH, PARE, AND CUT VEGETABLES AND FRUITS.
    - E. MAY MAKE AND SERVE FOUNTAIN ITEMS SUCH AS BANANA SPLITS, SUNDAES, MILK SHAKES, SODA, ETC.
    - F. MAY BE REQUIRED TO DECORATE ICE CREAM PARTY FAVORS USING STANDARD DECORATING PATTERNS.
    - G. MAY PREPARE PIZZA TO ORDER BY ADDING SAUCE, CHEESES, MEATS, ETC., TO A PURCHASED CRUST OR SELECT A FROZEN PIZZA AND COOK IN AN OVEN, E.G., PIZZA, MICROWAVE, OR CONVENTIONAL.
    - H. MAY PLACE PREPARED FOODS, I.E., FRENCH FRIES, ONION RINGS, ETC., IN A DEEP FAT FRYER.
    - I. SETS UP GLASSES, SILVERWARE, BUTTER, CONDIMENTS, SALADS, BREAD, AND COLD BEVERAGES, AS REQUIRED.
    - J. IN A MOBILE UNIT KITCHEN OR OTHER CENTRAL KITCHEN FACILITY, MAY OPERATE A MICROWAVE OR CONVENTIONAL OVEN FOR THE PURPOSE OF HEATING SIMPLE FOOD ITEMS AS PRECOOKED ROAST BEEF, PREFORMED HAMBURGER PATTIES, BURRITOS, SAUSAGES, ETC. DETERMINES READINESS BY MEANS OF A TIMING DEVICE OR BY VISUAL INSPECTION AND REMOVES WHEN DONE.
  
  2. AT A FOOD ACTIVITY THAT IS A PORTABLE/STATIONARY SNACK STAND (FLIGHT LINE OR THEATER SNACK STAND), MOBILE PUSH CART, WITH EITHER A STEAM COUNTER OR COLD STORAGE CAPACITY, PERFORMS THE FOLLOWING:
    - A. SERVES HOT DOGS, ICE CREAM, PIZZA, POPCORN, PRE WRAPPED SANDWICHES, BEVERAGES, SNACK ITEMS WITH RELATED CONDIMENTS OR COMPLIMENTARY FOODS.
    - B. STOCKS APPROPRIATE FOOD SUPPLIES PRIOR TO SELLING PERIOD AND REPLENISHES FOOD AND BEVERAGE ITEMS, AS REQUIRED.
    - C. ENSURES THAT FOOD AND BEVERAGE ITEMS ARE PROPERLY HEATED OR COOLED, AS APPROPRIATE.
    - D. MAINTAINS REQUIRED DOCUMENTATION; CHECKS RETURNED INVENTORY; AND PREPARES DAILY CASH REPORT, AND OTHER RELATED DOCUMENTATION.
  
  3. COLLECTS MONEY, RINGS SALES ON CASH REGISTER, AND MAKES CHANGE.
  
  4. ACTIVELY COMMUNICATES/PROMOTES THE BENEFITS OF THE IN-STORE CREDIT CARD TO CUSTOMERS IN ORDER TO DRIVE SALES GROWTH AND INCREASE CUSTOMER LOYALTY.
  
  5. PARTICIPATES, ALONG WITH SUPERVISORS/MANAGEMENT STAFF, IN THE ESTABLISHMENT AND ACHIEVEMENT OF SERVICE AND SALES GOALS FOR THE FOOD FACILITY. ASSISTS IN INSURING OPTIMUM STOCK AVAILABILITY BY TAKING PERIODIC STOCK COUNTS; ADVISING MANAGEMENT STAFF OF SLOW-MOVING, OUT-OF-STOCK, DEFECTIVE, AND DAMAGED MERCHANDISE. RESOLVES CUSTOMER COMPLAINTS AT THE LOWEST LEVEL AND INFORMS MANAGEMENT OF BARRIERS TO MEETING THE OPTIMAL CUSTOMER EXPERIENCE.
  
  6. MAINTAINS REQUIRED LEVEL OF SANITATION AND CLEANLINESS OF WORK AREA.
- PERFORMS OTHER RELATED DUTIES AS ASSIGNED.

- PHYSICAL EFFORT:  
N/A

- SUPERVISORY CONTROL:  
WORKS UNDER GENERAL SUPERVISION AND FOLLOWS WORK SCHEDULE, KNOWING WHAT STEPS OR SEQUENCE OF STEPS ARE NEEDED TO COMPLETE THE WORK. FOLLOWS SPECIFIC ORAL OR WRITTEN INSTRUCTIONS WHEN CHANGES OR NEW ASSIGNMENTS ARE MADE, BUT MUST USE SOME JUDGMENT IN DECIDING THAT STANDARDS OF SANITATION, ATTRACTIVENESS, TIMELINESS, COURTESY, ETC., ARE MET IN SERVING AND PORTIONING. SUPERVISOR OBSERVES THE WORK AND PERIODICALLY CHECKS TO SEE THAT IT IS DONE ON TIME AND ACCORDING TO INSTRUCTIONS.

- WORKING CONDITIONS:  
N/A

**Qualification Requirements**

EDUCATION: HIGH SCHOOL OR EQUIVALENT. CREDITABLE JOB RELATED EXPERIENCE MAY BE SUBSTITUTED FOR THE EDUCATION REQUIREMENT ON A 9 MONTHS FOR 9 MONTHS BASIS.

Employee's Acknowledgment: I understand the nature and scope of my official responsibilities. Receipt of a copy of the Job Description is acknowledged.

<b>EMPLOYEE SIGNATURE:</b>		<b>DATE:</b>	
<b>SUPERVISOR SIGNATURE:</b>		<b>DATE:</b>	