



**JOB TITLE:** Dining Room Attendant  
**REPORTS TO:**  
**DEPARTMENT:** Dining Room  
**LAST UPDATE/REVIEW:** December 28, 2017

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## **PREAMBLE**

As a leading senior's residence and provider of senior's continuing care services and programs, Canterbury Foundation (the "Foundation") shares with seniors the "Promise of Home". Person-centered care is the foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behavior and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of Canterbury Foundation demands the impartiality of employees in the conduct of their duties.

## **POSITION SUMMARY**

The Dining Room Server reports to the Supervisor and is accountable for: dining room preparation; serving meals; and cleanliness of food service area. The position involves a high level of interaction with seniors and requires physical endurance (e.g. carrying food trays, loading dish trays; maneuvering carts).

## **KEY RESPONSIBILITIES**

### **I. HEALTH, SAFETY AND WELLNESS**

- Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.
- Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
- Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

### **II. JOB DUTIES AND RESPONSIBILITIES**

#### **Dining Room Preparation**

- Set tables according to seating plan and meal requirements.
- Ensure correct menus for breakfast, lunch and dinner are on tables.
- Ensure condiments are full and placed on tables.
- Ensure beverage machines are filled to appropriate levels.
- Clear tables after each meal and lay fresh table linens as required.

- Floor is free of debris, vacuumed and washed.
- Tables are cleared and soiled table cloths are replaced.
- Place settings are set according to requirements (glass ware; tea/coffee cup; napkin; cutlery and preferred beverage).
- Beverages are in proper containers.
- Table and chairs are set to accommodate needs of residents.
- Condiments are full and available on each table.

### **Serving Meals**

- Prepare and serve resident beverages in accordance with resident's preference.
- Take meal orders from residents at their table; place orders at servery; bring completed orders to residents.
- Deliver and retrieve food trays to/from resident rooms when required.
- Other related duties.
- Meals are greeted at their tables.
- Meals are served in a timely fashion. Hot food is served hot and cold food served cold.

### **Cleanliness of Food Services Area**

- Ensure dining room and equipment (e.g. food/bus carts, serving utensils, juice machine and etc.) are clean and stored properly.
- Remove garbage from servery/dining room to garbage bin at loading dock.
- Ensure Food Services servery/work area and equipment are clean.
- Dish and cutlery handling is done according to standards of Food Handlers course.
- Other related duties.
- Dining Room/Servery work areas and equipment are clean and organized throughout the shift
- Cleaning/sanitation tasks are completed in accordance with requirements of each shift and in adherence to safe work procedures.
- Project cleaning is completed according to schedules for each shift.
- Other related duties as assigned.

### **QUALIFICATIONS**

- Completion or enrolment in High school
- Complete or have completed the Food Handler Certification course
- WHMIS training

### **COMPETENCIES**

- Demonstrate a commitment to customer relations and hospitality by being caring and courteous to residents, families, visitors and co-workers.
- Be able to work within a team and contribute to a positive work environment; seek opportunities for personal development; and strive for excellence.
- Demonstrate good written and verbal communication skills.
- Must be physically able to meet the demands of the job; including lifting 20 lbs. consistently on a daily basis.

- Demonstrate an awareness of accident and injury prevention; adhere to safe work practices and procedures; be responsible for maintaining self-awareness and reduced absenteeism.
- Ability to perform light physical tasks, exerting up to 50 lbs of force on a frequent basis and up to 60 lbs on an occasional basis.
- Ability to perform such activities as grasping, lifting, reaching, crouching, walking, sitting, and carry repetitively and for long periods of time.