University of Puget Sound
Dining & Conference Services

Diner Student Training Lead

Reports To
Cal Brokamp, Dining Services Manager
Chelsea Bairey, Senior Dining Services Manager

Position Description
Oversees the set-up, service, staffing and cleanup for all daily services in a residential college environment. Complies with Dining & Conference Services (DCS) standards and philosophy in performing all key areas of accountability and other essential duties and responsibilities. Leads assist in effectively guiding the daily student operations of the university's diner. Leads will work with DCS, specifically under the direction of the Dining Services Managers and Senior Dining Services Manager.

Training Responsibilities
• Informs student staff members when they have been greenlighted and can attend orientation
• Partners with employment coordinator in hiring process
• Sets-up and delivers the student on-boarding orientation presentation after each hiring round
• Ensures student training is on-going and continues past the initial on-boarding
• Assists diner managers with new training needs throughout the semester

Duties and Responsibilities
• Attends weekly student lead meetings
• Communicates with Dining Services Manager in weekly one-on-one
• Conducts monthly team meetings
• Assist with student evaluations, bi-annually
• Manages daily diner operations with an emphasis on customer service.
  o Ensuring continuous student staff coverage throughout service times
  o Daily supervision of all student positions
  o Upkeeps the laundering of student aprons
  o General oversight of student staff members
  o Follows and adheres to departmental and University protocols, standards, rules, policies and procedures
  o Ensures proper signage for product identification and dietary concerns
  o Ensures temperature logs are completed in each station
• Supervise the floor while on shift and leads by example to show ownership of the entire vision of the diner.
• Maintain daily DCS checklists, ensures cleanliness standards and food safety
• Supervision of student staff, ongoing coaching and expected to handle minor infractions including tardiness and performance issues
• Recognize performance opportunities and coach to DCS expectations
• Recognize outstanding performance, encourage and reward
• Ensure accountability and initiative while working shifts
• Inform management of any potential, significant performance issues that could result in disciplinary action.
• Use the DCS Student Staff Handbook to train and coach
• Participate in student hiring
• Make recommendations for improvements and updates to the restaurant that supports the DCS and University vision
• Communicates departmental initiatives and announcements, University events, and other pertinent information to student staff
• Performs duties in a safe manner and reports all accidents to the immediate supervisor
• Performs other duties as assigned by supervisor

Supervisory Responsibilities
• Motivate student staff to ensure excellent customer service and compliance with department and University procedures and to maximize productivity and profitability
• Be knowledgeable about product, ingredients, allergen issues, and preparation
• Hold student staff accountable to prepare and serve food and beverage items consistently by adhering to all recipe standards
• Lead by example in the areas of customer service and the University of Puget Sound Values

Budget Responsibilities:
• Awareness of ordering, waste and theft issues.
• Awareness of student labor budgetary impact
• Look for savings opportunities.

Minimum Requirements

Qualifications
To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Must be able to work 1 full academic year
• Excellent written and verbal communication abilities are essential
• Working knowledge of computers, Microsoft Office Suite, cash register and POS systems
• Must be flexible and able to perform multiple tasks and work in stressful situations.
• Must possess a valid Food Handler’s card.

Experience
1 year of customer service/retail or restaurant experience is highly recommended.

Language Skills
Must be able to speak clearly, listen attentively, read, write, and understand English.
Physical Demands
The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.