

**Possible Learning Experiences to meet ACEND COMPETENCY STATEMENTS**  
**Food Service Systems Management**  
**SPP 2021**

The UK SPP strives to prepare students to join the dietetics profession as competent entry-level practitioners.

**Competency** is the requisite knowledge, ability, capability, skills, judgment, attitudes and values; behavior expected of a beginning practitioners; minimum level of performance requiring some degree of speed and accuracy consistent with patient/client well-being.

**Foundation Knowledge** is cognitive performance in clinical, biomedical and behavioral sciences that supports competency for dietetics practice.

**Competency Statements** are a description of performance behavior of an entry-level practitioner, based on requisite knowledge, ability, capability, skills, judgment, attitudes and values.

**Competencies** are a set of specific knowledge, abilities, skills, capabilities, judgment, attitudes and values that every entry-level practitioner is expected to know and do for employment in dietetics.

Thus, all entry-level dietitians will have the competencies and additional competencies according to the concentration area completed.

**An additional listing of possible learning experiences in food service systems management has been provided to help achieve the minimum performance level for each competency.**

### **Food Service Management**

The following is a list of **possible** learning experiences to help you achieve the competencies for this rotation.

- Read policies and procedures concerning menus. Evaluate the facility's ability to meet nutritional needs of patient/including social, cultural, religion, psychological, and economics factors.
- Investigate orientation procedures that are currently in practice.
- Observe a preceptor teach an in-service class.
- Study departmental organization chart; assign names to positions represented in the chart.
- Analyze pathways for communication and promotion within the department.
- Study organization charts of entire healthcare facility; assign names to key positions.
- Analyze routes for informal and formal communication with the facility.
- Attend hospital-wide and/or departmental orientation for new employees; evaluate its comprehensiveness; assess correlation between the hospital-wide and the departmental orientations.
- Read hospital and/or departmental orientation manuals; evaluate its comprehensiveness; assess correlation between the hospital-wide and the departmental manuals.
- Choose topic for in-service presentation with manager.

- Plan in-service education program for immediate application; provide detail so that the lesson plan is useful for other practitioners in future, include:
  - Objectives
  - A list of materials (to include a handout and resources)
  - Activity (to include audio visuals)
  - Discussion
  - Pre- and Post-assessment
- Conduct in-service education program, including employee evaluation instrument.
- Prepare a report to include personal evaluation and the accumulative employee evaluation of the learning experience.
- Plan and conduct an orientation class for a new employee(s).
- Analyze current cycle menu; compare to previous cycles.
- Attend staff meetings of foodservice personnel, question what is not understood; contribute when possible.
- Write or modify a portion of a cycle menu (or a subset such as catering, holiday, etc.) incorporating dietary guidelines.
- Analyze by computer, selected normal and modified menus using departmental software.
- Standardized preselected regular or modified recipes.
- Train the employees to follow recipes; supervise the preparation of the newly standardized recipes.
- Develop taste panel and evaluation form; conduct taste test of recipe, prepare written report of results.
- Cost preselected recipes; determine appropriate (cafeteria) selling price.
- Review purchasing guidelines and previous purchasing records, i.e. vendors, delivery dates, specifications.
- Investigate inventory process and controls for security.
- Identify procedures for requisitioning food and supplies from the food production manager and from departmental policy manual.
- Review entire accounting process related to purchasing from the menu to accounts payable.
- Communicate with sales representative or broker concerning new products or data for products currently in use.
- Determine quantity required utilizing specifications for quality standards.
- Prepare and place orders for the items needed for a segment of the cycle menu and/or special function following quality specifications and purchasing procedures.
- Receive at least one delivery, check in; process invoices.
- Requisition food and supplies from dry and low temperature storage according to policies established within the facility.
- Fill requisitions, issue items, keep inventory, and use proper methods of storage, safety, sanitation and security.
- Conduct inventory according to facility policies.
- Read state health code and JCAHO standards for safety, sanitation, and security.
- Observe safety, sanitation, and security procedures in practice.

- Identify any problems encountered in the survey and make recommendations for improvements.
- Participate in departmental sanitation inspection of all equipment and work areas.
- Report any potential or actual safety or sanitation problems to the food production manager.
- Identify standards as specified in the policy and procedure manual, state health code, and JCAHO requirements.
- Evaluate each monitoring system for consistency of performance and effectiveness; give suggestions for possible improvement. Submit report to RD.
- Develop HACCP Procedures for selected recipes or food items.
- Attend inter- and intradepartmental meetings of safety, sanitation, and security committees.
- Check foodservice areas for compliance with sanitation safety and security procedures. Submit a report including recommendations, if necessary.
- Make an appointment with sanitation to discuss a typical hospital inspection; retain a copy of the form used.
- Follow a food item from delivery to service. Evaluate for compliance with HACCP standards.
- Read policies related to use, care maintenance, and purchasing of institutional equipment.
- Review equipment catalogs in foodservice, maintenance department, or through a sales representative.
- Read professional publications trade journals and publications produced by the facility.
- Participate in local, state and/or national professional meetings and food shows.
- Assess operational aspects of equipment; prepare a maintenance work order, if possible.
- Prepare a checklist of institutional equipment including data, equipment operated, item prepared or demonstrated.
- Operate all institutional equipment in a given rotation. Read use and care manual, observe operation, direct questions to employee in area prior to operating the equipment.
- Evaluate present layout of dietary department from receiving thorough service including aisle space, storage space, office space, work space per employee and staff assessment; note structural strengths and defects; develop a flow chart.
- Determine foodservice area(s) to be modified or redesigned; assist in the implementation and evaluation of the project.
- Write specification and justification to purchase one major item of foodservice equipment including placement and installation, if possible.
- Follow system within the facility to gather data from institutional equipment suppliers; prepare report of findings.
- Assist in the equipment decision-making process.
- Observe food preparation in the production unit; analyze menu and determine purpose(s) of each food item prepared.
- Participate in food preparation areas on a rotational basis; note use of standardized recipes.
- Taste and assess quality food products prepared.
- Analyze how hot and cold prepared food is held to maintain safe temperatures and items that are prepared by batch cookery and prepared to order.

- Read policies and procedures related to food distribution; observe food distribution system(s); note differences among the three meals.
- Supervise the distribution of food items that are sent to the various serving areas; check for proper delivery time, temperature, taste, and appearance.
- Assume a position on the line; check trays for diet prescription, and accuracy.
- Follow trays to designated end point; recheck tray for time, temperature, taste and appearance.
- Conduct a time and temperature study; analyze results.
- Evaluate efficiency of delivery systems; note delays and resolutions; make recommendations for change, if necessary.
- Develop a plan to stimulate food sales of a selected cafeteria food item.
- Design a food acceptance survey. Administer it to patients or another specific population, analyze results, and prepare a written report.
- Identify procedures used which serve as a monitoring system for sanitation, safety, and security.
- Read the departmental facility-wide (or human resources) sections of the policy and procedure manual that relate to personnel matters.
- Read related literature.
- Meet with director of the foodservice department to identify departmental goals for current year.
- Learn scheduling procedure from the employee responsible for the task.
- Read departmental job description and specifications in policy and procedure manual.
- Randomly select policies and check for compliance within the facility; report findings to the R.D. or F.S. manager.
- Determine how new or updated information is disseminated to current and prospective employees.
- Compare current goals with the statement of purpose (mission) for the facility.
- Compare individual professional goals to the job responsibilities of the preceptors.
- Write schedule (or partial schedule) for next scheduling period including coverage of each shift, vacation and personal days.
- Interview a human resources staff member concerning hiring practices of dietary employees at all levels.
- Write or revise a job description for an assigned position.
- Observe interview conducted by the Director, if possible.
- Assist with the hiring process by evaluating credentials, checking references, meshing candidate's capabilities with the job description for the vacant position.
- Make recommendation for hire from the available applicant pool.
- Do follow-up of new employee's adaptation to the position and the work environment; report findings to R.D.
- Examine policies and procedures related to the budget, i.e. records, demographic reports, financial reports.

- Learn sources of data and corresponding records that are maintained that are vital to budget preparation.
- Discuss forecasting of budgetary needs with person(s) responsible for the preparation of the budget.
- Assist in aspects assigned for monitoring of current budget and/or preparation of the budget for the next fiscal year.