

**[4] FOOD SERVICES**

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COMMUNITY SUBSECTOR – FOOD SERVICES BENCHMARKS

**[4] FOOD SERVICES**

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**CLASSIFICATION GRID:** 5

**BENCHMARK TITLE:** COOK 1

**BENCHMARK NUMBER:** 80201

**JOB FAMILY:** FOOD SERVICES

**SCOPE AND LEVEL DEFINITION**

Prepares and serves meals, and provides direction to food service workers, clients, and/or volunteers.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Prepares and serves meals and snacks in accordance with established menus and recipes, by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving. Modifies and adjusts established menus as required.
2. Provides direction to food service workers, clients, and/or volunteers, and monitors and assists as required.
3. Performs inventory control duties such as storing and rotating food and supplies.
4. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
5. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
6. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
7. Receives supplies, checks invoices against orders and goods received, stores supplies, and updates inventory records. Refers problems to supervisor.
8. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.
9. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of six months  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize

# BENCHMARK Cook 2

## COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

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CLASSIFICATION GRID: 6

BENCHMARK TITLE: COOK 2

BENCHMARK NUMBER: 80220

JOB FAMILY: FOOD SERVICES

### SCOPE AND LEVEL DEFINITION

Prepares and serves meals, provides direction to Cook 1s, food service workers, clients, and/or volunteers, and performs related administrative functions.

### TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs administrative duties such as estimating food and supply requirements based on menus and minimum/maximum inventory levels, placing purchase orders with external suppliers, receiving supplies, checking invoices against orders and goods received, storing and distributing supplies, and contacting suppliers to obtain and provide information and to investigate invoice anomalies and damaged shipments. Shops for food items and monitors kitchen expenditures.
2. Prepares and serves meals and snacks in accordance with established menus and recipes, by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving. Modifies and adjusts established menus as required.
3. Provides direction to Cook 1s, food service workers, clients, and/or volunteers, and monitors and assists as required.
4. Performs inventory control duties such as storing and rotating food and supplies.
5. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
6. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
7. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
8. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.
9. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize

CLASSIFICATION GRID: 7

BENCHMARK TITLE: COOK 3

BENCHMARK NUMBER: 80230

JOB FAMILY: FOOD SERVICES

**SCOPE AND LEVEL DEFINITION**

Plans and develops menus and recipes, including special diets, performs related administrative duties, and/or supervises Cooks and/or food service workers.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Plans and develops menus and recipes including special diets such as diabetic, lactose intolerant, low fat, and vegetarian.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Performs administrative duties such as estimating food and supply requirements based on menus and minimum/maximum inventory levels, placing purchase orders with external suppliers, receiving supplies, checking invoices against orders and goods received, storing and distributing supplies, and contacting suppliers to obtain and provide information and to investigate invoice anomalies and damaged shipments. Shops for food items and monitors kitchen expenditures.
4. Prepares and serves meals and snacks by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving.
5. Provides direction to clients and/or volunteers, and monitors and assists as required.
6. Performs inventory control duties such as storing and rotating food and supplies.
7. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
8. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
9. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
10. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.

11. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of three years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to supervise



CLASSIFICATION GRID: 3

BENCHMARK TITLE: FOOD SERVICE WORKER

BENCHMARK NUMBER: 80206

JOB FAMILY: FOOD SERVICES

**SCOPE AND LEVEL DEFINITION**

Performs a variety of food service duties, and assists Cooks in food preparation.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Provides food service by performing duties such as setting up dining areas, bringing out and putting away supplies, operating dispensing machines, and serving food and beverages. Operates a cash register, and takes cash and/or meal tickets for food items.
2. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches. Assists Cooks by performing duties such as washing, peeling, slicing, and storing vegetables and fruit, and counting, weighing, and measuring ingredients.
3. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
4. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
5. Performs inventory control duties such as storing and rotating food and supplies.
6. Performs administrative support duties such as answering the telephone, filing, writing information on menu cards, and checking cards against lists.
7. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 10
- Food Safe Certificate
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment