RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

FOOD SERVICES SUPERVISOR DACUM

Facilitated by Mike Stuhldreier and Jo-Anne Shay
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DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
3 - Can perform this skill competently without assistance or supervision.
4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

MANAGE HUMAN RESOURCES
A

Identify staffing needs A1	Apply collective agreement A2	Develop job descriptions and qualifications A3	Apply facility policies and procedures A4	Demonstrate interviewing skills A5	Evaluate and select candidates A6	Design and organize staff orientation A7	Determine training needs A8
1 2 3 4	**1** 2 3 4	1 **2** 3 4	**1** 2 3 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4
Develop and organize training A9	Evaluate training effectiveness A10	Schedule staff A11	Evaluate staff performance A12	Apply disciplinary measures and actions A13	Adapt to labour interruptions A14	Plan for succession A15	Identify and influence positive work practices A16
1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	**1** 2 3 4	**1** 2 3 4	**1** 2 3 4	**1** 2 3 4	1 2 **3** 4
Create a postive work environment A17	Demonstrate respectful workplace practices A18						
1 2 **3** 4	1 2 **3** 4						

DEMONSTRATE COMMUNICATION SKILLS
B

Collect input and feedback from others B1	Demonstrate listening skills B2	Write for a variety of audiences and purposes B3	Give direction B4	Demonstrate verbal communication skills B5	Plan and lead meetings B6	Plan and deliver presentations B7	Use language appropriate to audience B8
1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4
Use technical language B9	Interpret and respond to non-verbal communication B 10	Read and interpret a variety of written materials in a variety of formats B11	Manage information B12	Demonstrate mediation skills B13	Evaluate and respond to input and feedback from others B14	Demonstrate research skills B15	Demonstrate email etiquette B16
1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4

USE TECHNOLOGY & INDUSTRY EQUIPMENT C

Demonstrate basic computer skills C1	Use a variety of office productivity software C2	Use a variety of communication technologies C3	Demonstrate Internet search skills C4	Adapt to new technologies and equipment C5	Use payroll and scheduling software C6	Use nutrition software C7	Use purchasing software C8
1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	**1** 2 3 4	**1** 2 3 4	**1** 2 3 4

Operate a variety of food service equipment C9	Calibrate equipment C10	Program computerized food service equipment C11
1 **2** 3 4	**1** 2 3 4	**1** 2 3 4

DEVELOP MENUS D

Design menu within production capabilities D1	Design menu within budget limitations D2	Comply with dietitian input and feedback D3	Apply Canada Food Guide D4	Apply nutrition principles D5	Differentiate between textures / fluids D6	Modify diets for texture D7	Apply specifications for therapeutic diets D8
1 **2** 3 4	1 **2** 3 4	1 2 3 **4**	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4	1 2 **3** 4

Adapt menu to meet client specific / individual needs D9
1 2 **3** 4

MANAGE PRODUCTION E

Evaluate and select equipment E1	Select recipes E2	Identify vendors E3	Evaluate quality of vendor products E4	Develop production processes and timelines E5	Develop daily production schedule E6	Develop and implement routines for staff E7	Integrate continuous quality assurance practices into production E8
1 **2** 3 4	1 2 **3** 4	**1** 2 3 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	1 **2** 3 4	**1** 2 3 4

Observe production E9	Evaluate production processes E10	Evaluate product quality E11	Modify recipes E12	Direct and redirect production E13	Develop and apply corrective action plans E14	Perform audits E15	Plan and organize events E16
1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	1 2 **3** 4	1 **2** 3 4	1 **2** 3 4	1 2 **3** 4	**1** 2 3 4

DEMONSTRATE PROFESSIONALISM F	Practice within a multicultural environment F1				Solve problems F2				Act as an agent for positive change F3				Act as a mentor / coach F4				Demonstrate interpersonal skills F5				Demonstrate leadership skills F6				Demonstrate a commitment to lifelong learning F7				Demonstrate accountability F8			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	Demonstrate ethical behaviour F9				Demonstrate teamwork skills F10				Demonstrate critical thinking skills F11				Demonstrate creativity F12				Demonstrate flexibility F13				Identify and evaluate personal / professional growth F14				Develop personal / professional goals and vision F15				Idenitfy and set priorities (manage tasks / work / demands on time) F16			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
MANAGE BUDGETS G	Apply basic accounting principles G1				Read and interpret budget statements G2				Identify budget needs G3				Develop forecasts G4				Justify capital requests G5				Calculate food costs G6				Calculate labour costs G7				Calculate mark-up G8			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	Prepare and process invoices G9				Manage inventory G10				Apply budget G11				Explain variances G12				Plan strategically G13															
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4												
ADHERE TO REGULATIONS, STANDARDS AND BEST PRACTICES H	Apply FIPPA, PHIA, H1				Apply Workplace Safety and Health H2				Apply Manitoba Health standards H3				Apply RHA standards H4				Apply the Public Health regulations H5				Apply Food Handlers regulations H6				Apply employment standards H7				Apply WCB regulations H8			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
	Apply organizational policies and procedures H9				Apply Canadian Council for Health Standards Accreditation (CCHSA) standards H10				Collect data for accreditation process(es) H11				Apply Protection of Persons in Care regulations H12				Apply infection control practices H13															
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4												
DEMONSTRATE CUSTOMER SERVICE SKILLS I	Respond to feedback / criticism I1				Identify customers I2				Demonstrate compassion I3				Evaluate needs I4				Advocate for customers I5				Demonstrate a pro-active approach to customer service I6				Develop relationships (families, team, staff etc.) I7							
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				