

### **Patient Satisfaction**

- Create a positive interaction and outcome with guests and staff by utilizing the interpersonal and customer service skills.
- Communicate effectively, assure accuracy, food presentation, and diet compliance.
- Adhere to all departmental and institution policies, guidelines and procedures.
- Produce food to order, accurately and with flavor profiles and eye appeal.
- Possess understanding of standard mise en place practices and rotation of food product to ensure freshness and quality.
- Ability to produce quality a la carte food on a high volume.
- Occasional rounding with patient and guests to perform service recovery or have additional insight to the entire scope of the department's mission.

### **M.D. Anderson Cancer Center (Room Service) FSW**

07/10-Present

*The primary purpose of the Room Service Food Service Worker I position is to provide sanitation duties including:*

- Dishwashing
- Ware Washing
- Trash Removal
- Cleaning Projects
- Basic Prep Work
- Food Distribution

### **Marriot Hotel (LaFayette Yard Hotel & Conference Center) Line Cook**

02/06-02/07

*The primary purpose of a line cook is to exhibit basic food knowledge and handling skills. To take directive from the Chef and assist in creating dishes for the consumer including:*

- Carefully and safely prepare food according to chef direction and as ordered by the server, taking care to portion correctly and present appealingly.
- Ensure food safety by dating and rotating food containers, safely storing perishables, and maintaining a sanitary work environment.
- Check pars for shift use, ensuring that correct amounts are pulled for prep and noting items that need replenishment.
- Do your part to stay within budget by taking steps to control food waste, loss and usage.

#### **Related Coursework**

- Several Cuisine's ( Classical, Asian, Mediterranean, Garde Manger, more)
- Safety and Sanitation
- Computer Literacy courses
- MD Anderson Courses include: Team Anderson, Customer Service, Team Building and L.O.C (language of caring).