

Food Trucks

Role and Task Descriptions

09/11/2023

Human Resources



Table of contents

Year 1: All-round Employee	3
Year 2: Food Truck Supervisor	5
Year 3: Food Truck Manager	7

Year 1: All-round Employee

As an all-round employee in the food truck, you play a crucial role in ensuring the efficient operation and success of our mobile food service. You will be responsible for various tasks related to food preparation, customer service and overall food truck maintenance. Your ability to work in a fast-paced environment will contribute to the positive reputation of the food truck. The roles and tasks include:

1. Food Preparation:
 - a. Prepare and cook menu item according to established recipes and quality standards.
 - b. Ensure freshness and quality of ingredients used in food preparation.
 - c. Adhere to food safety and sanitation guidelines at all times.
2. Customer Service:
 - a. Greet customers with a friendly and positive attitude.
 - b. Take customer orders, process payments, and provide accurate change.
 - c. Address customer inquiries and ensure a positive dining experience.
3. Order Fulfilment:
 - a. Efficiently assemble and package orders for quick and accurate service.
 - b. Coordinate with other team members to ensure timely order delivery.
4. Inventory management:
 - a. Monitor and manage inventory levels of food and supplies.
 - b. Communicate inventory needs to management and assist with restocking
5. Cleanliness and Maintenance
 - a. Maintain a clean and organized work environment inside the food truck.
 - b. Perform routine cleaning tasks, including equipment and utensil cleaning.
 - c. Report any equipment malfunctions or maintenance needs to supervisor.
6. Monetary Transactions:
 - a. Handling transactions accurately and responsibly.
 - b. Keep track of sales and provide accurate reports to the management team.
7. Team Collaboration:

- a. Work closely with other team members to ensure smooth operations.
 - b. Communicate effectively with the team and provide support as needed.
- 8. Adherence to Policies:
 - a. Follow all company policies, procedures and guidelines.
 - b. Ensure compliance with health and safety regulations.

Top characteristics for this role:

- Ability to multitask and work in a fast-paced environment.
- Excellent communication and interpersonal skills
- Knowledge of food safety and sanitation practices.
- Flexibility to work evenings, weekends and holidays as needed

Related Learning Outcomes:

- Creates hospitable environment that guests and other stakeholders perceive as valuable safe and sustainable (LO1).
- Creates connections and build network that supports realizing organisational goals and affected communities (LO2).
- Makes well-founded decision that can be justified to stakeholders (LO3).
- Analyses guest and other stakeholders in a hospitality context anticipate effectively on their needs and interests (LO4)

Or

- Provides creative solutions that add value to the hospitality industry and its environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manage, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)
- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

Year 2: Food Truck Supervisor

The Food Truck supervisor, plays a pivotal role in the successful operation and management of the mobile food and beverage service. The responsibilities encompass overseeing the daily activities of the food truck team, ensuring adherence to quality and safety standards and maintaining a positive and efficient work environment. Strong leadership, organizational skills and a passion for delivering exceptional customer service are key attributes for success in this role. The roles and tasks include:

1. Team Leadership:
 - a. Supervise and lead the food truck team, providing guidance and support.
 - b. Schedule and organise team shifts to ensure adequate coverage during the operating hours.
2. Quality Control:
 - a. Monitor food preparation to ensure compliance with recipes and quality standards.
 - b. Conduct regular inspections of food presentation, ensuring consistency and attractiveness.
3. Customer Service Excellence:
 - a. Model and promote outstanding customer service among team members.
 - b. Handle customer inquiries, concerns, and feedback in a professional and positive manner.
4. Operational Efficiency:
 - a. Coordinate with team members to streamline order fulfilment processes.
 - b. Monitor inventory levels and communicate restocking needs to relevant parties.
5. Training and Development:
 - a. Train and new team members on food preparation, customer service, and safety protocols.
 - b. Provide ongoing coaching and development opportunities for team members.
6. Inventory Management:
 - a. Maintain accurate records of inventory levels and report to the management team.
 - b. Implement inventory control measures to minimize waste and ensure freshness,
7. Transactional Handling and Reporting
 - a. Oversee all transaction procedures, ensuring accuracy and accountability.

- b. Generate daily sales reports and provide financial summaries to management.
- 8. Healthy and Safety Compliance:
 - a. Ensure that all food safety and sanitation guidelines are followed.
 - b. Conduct regular safety inspections and address any concerns promptly.
- 9. Communication and Collaboration:
 - a. Effectively communicate with the management team regarding operational updates.
 - b. Foster a collaborative and positive work environment among team members

Top characteristics for this role:

- Strong leadership and communication skills
- Knowledge of food safety and sanitation regulations
- Ability to work in a fast-paced environment
- Excellent organizational and multitasking abilities

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Food Truck Manager

The Food Truck Manager is responsible for overseeing the daily operations of a food truck, ensuring efficient and profitable functioning. The roles and tasks include:

1. Operational Management:
 - a. Coordinate and manage the daily operations of the food truck.
 - b. Ensure that the food truck is fully stocked with necessary ingredients, supplies and equipment.
 - c. Implement and maintain efficient workflows for food preparation, cooking and service.
 - d. Monitor and manage inventory levels, placing orders as needed to avoid shortage or overstock
2. Staff Supervision:
 - a. Recruit, train, and supervise food truck staff, including cooks, servers and cashier.
 - b. Create staff schedules, ensuring adequate coverage during peak hours.
 - c. Conduct regular performance reviews and provide constructive feedback to improve team performance.
 - d. Address any staff-related issues promptly and in accordance with company policies.
3. Customer Service:
 - a. Uphold high standards of customer service to enhance overall dining experience.
 - b. Interact with customers, addressing inquiries, concerns, and feedback.
 - c. Create strategies to attract and retain customers, such as loyalty programs or promotions.
4. Financial Management:
 - a. Create and manage the food truck budget, including revenue, expenses, and profitability.
 - b. Develop and implement pricing strategies to maximise revenue while remaining competitive.
5. Quality Control:
 - a. Maintain lofty standards for food quality, presentation, and service.
 - b. Conduct regular inspections to ensure adherence to health and safety standards.
6. Menu Planning and Development:
 - a. Collaborate with chefs to plan and develop menus that meet customer preferences and industry trends.

- b. Monitor and analyse menu performance, adjusting, as necessary.
- 7. Staff Training and Development:
 - a. Implement training programs for staff to enhance their skills and knowledge.
 - b. Foster a culture of continuous learning and improvement.
- 8. Healthy and Safety Compliance:
 - a. Ensure compliance that the food truck complies with all health and safety regulations.
 - b. Oversee food safety practices, cleanliness, and sanitation.
 - c. Conduct regular inspections to identify and address potential hazards.
- 9. Equipment Maintenance:
 - a. Schedule regular maintenance for all equipment to ensure proper functionality,
 - b. Coordinate repairs or replacement as necessary to minimise downtime.
- 10. Marketing and Promotion:
 - a. Develop and execute marketing strategies to promote the food truck.
 - b. Utilise social media, partnerships, and other channels to increase visibility.
 - c. Collaborate with the marketing team to create promotions and events.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Excellent problem-solving skills and decision-making skills.
- Excellent organisational and multitasking abilities.
- Knowledge of health and safety regulations.
- Effective communication skills.
- Ability to work in a fast-paced and dynamic environment.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)

- Strategic Leadership (LO6)

