

| Functional | Contributing | Journey | Advanced |
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| <p>Knowledge— Technical: Achieves a satisfactory level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.</p> | <p>Performs basic arithmetic operations quickly and accurately. Prepares food to be served, manually or by operating equipment as directed. Arranges dining areas efficiently for a variety of events.</p> | <p>Appropriately weighs, measures and combines ingredients to prepare food. Prepares salads, appetizers, main courses and baked goods using accepted culinary methods. Produces foods required for therapeutic and mechanically modified diets.</p> | <p>Checks production schedules and correctly determines variety and quantity. Develops and modifies recipes or procedures as needed. Reads menu to correctly estimate food requirements and orders food from supplier, and/or procures food from storage.</p> |
| <p>Interpersonal Skills: Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</p> | <p>Interacts with others in the work area in a respectful manner that encourages accomplishment of work tasks.</p> | <p>Develops and maintains effective working relationships with others in order to encourage and support communication and teamwork.</p> | <p>Motivates and leads others through example in work tasks and helps others learn and problem solve.</p> |
| <p>Customer Service: Knows mission of the organization, and how own work activities impact clients and the organization. Understands and responds to needs of a variety of clients. Knows the role of clients in the work environment.</p> | <p>Listens and responds to customer needs promptly and respectfully.</p> | <p>Recognizes potential problems in service, and addresses and resolves promptly and respectfully.</p> | <p>Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.</p> |

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| <p>Communication: <i>Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.</i></p> | <p>Listens to instructions, asks necessary questions to complete tasks and communicates with fellow worker in a manner that allows work to be completed.</p> | <p>Listens to co-workers' questions or self identifies questions that need answering and selects an appropriate person or written source to consult to get a workable answer that can allow for progress in accomplishing the job.</p> | <p>Leads by example in overcoming communication problems in the work area. Crosses work units when problem solving.</p> |
| <p>Safety and Health Compliance: <i>Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment</i></p> | <p>Cleans and sanitizes assigned work areas and equipment in accordance with departmental sanitation guidelines.</p> | <p>Selects and stores food to prevent spoilage. Identifies and appropriately operates all kitchen equipment and machinery such as blenders, mixers, grinders, slicers, and tenderizers.</p> | <p>Recommends safety related improvements in process or procedure and works with others to implement the changes.</p> |