

Career Profile

A weekly series devoted to providing information on career exploration

Do You Like

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate?
- Being reliable, responsible and dependable?
- Motivating, developing, and directing people as they work, identifying the best people for the job?
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems?
- Managing one's own time and the time of others?

Then This Could Be The Career For You!

The Type of Work

- Assess nutritional needs, diet restrictions and current health plans to develop and implement dietary-care plans and provide nutritional counseling.
- Advise patients and their families on nutritional principles, dietary plans and diet modifications, and food selection and preparation.
- Counsel individuals and groups on basic rules of good nutrition, healthy eating habits, and nutrition monitoring to improve their quality of life.
- Monitor food service operations to ensure conformance to nutritional, safety, sanitation and quality standards.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Schedule staff hours and assign duties.
- Establish standards for personnel performance and customer service.

Pathways to Success

Most employers emphasize personal qualities

when hiring managers. Workers who are reliable, show initiative, and have leadership qualities are highly sought after for promotion. Other qualities that managers look for are good problem-solving skills and the ability to concentrate on details. Because food service management can be physically demanding, good health and stamina are important. Managers must be good communicators as they deal with customers, employees, and suppliers for most of the day. They must be able to motivate employees to work as a team, to ensure that food and service meet appropriate standards.

Postsecondary education is preferred for many food service manager positions, but it is not a significant qualification for many others: More than 40 percent of food service managers have a high school diploma or less; less than one-quarter have a bachelor's or graduate degree. Both 2- and 4-year programs provide instruction in subjects such as nutrition, sanitation, and food planning and preparation, as well as accounting, business law and management, and computer science. Some programs combine classroom and laboratory study with internships providing on-the-job experience.

Individuals who possess knowledge in :

- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- Raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

What Employers Look For

Job Outlook

Food service managers held about 350,000 jobs

in 2006. The majority of managers are salaried, but 45 percent are self-employed as owners of independent restaurants or other small food service establishments. Thirty-eight percent of all salaried jobs for food service managers are in full-service restaurants or limited-service eating places, such as fast-food restaurants and cafeterias. Other salaried jobs are in special food services—an industry that includes food service contractors who supply food services at institutional, governmental, commercial, or industrial locations, and educational services, primarily in elementary and secondary schools, nursing care facilities, and hospitals. Jobs are located throughout the country, with large cities and resort areas providing more opportunities for full-service dining positions. Food service manager jobs are expected to grow 5 percent, or more slowly than the average for all occupations through 2016. However, job opportunities should be good because, in addition to job growth, many more openings will arise from the need to replace managers who leave the occupation.

Earnings Potential

Location	Year	Pay Period	Low	Median	High
United States	2007	Yearly	\$28,200	\$44,600	\$74,100
Ohio	2007	Yearly	\$27,200	\$40,700	\$64,900
Cleveland Elyria-Mentor, OH MSA	2007	Yearly	\$29,100	\$41,600	\$66,200

National Data Source: Bureau of Labor Statistics, Occupational Employment Statistics Survey

DIETARY MANAGER



DEFINITION: Dietary Managers oversee large-scale meal planning and preparation in health care facilities, company cafeterias, prisons, and schools. They hire, train, and direct other dietitians and food service workers; budget for and purchase food, equipment, and supplies; enforce sanitary and safety regulations; and prepare records and reports.

Name: Shelly Grattan, Director of Dietary

Company: The Elms Retirement Village, Wellington

Q. When were you a young child, what did you want to be when you grew up?

A. When I was young I wanted to be an elementary teacher.

Q. How did you become interested in your particular field?

A. My mother worked as a night cook at an area hospital. I would take my mom to work and I had always talked to her director. The Dietary Director knew I didn't have any dietary experience but was very impressed with how I interacted with others and the kindness I showed to my mom. My mom had to have surgery and her boss asked me if I would like to be hired to fill in for her. I had never considered a position in dietary, but thought I would give it a try because I enjoyed being around people.

Q. Who or what influenced your decision the most and why?

A. After my mom came back to work, the Dietary Director asked me to stay on. She was impressed with me and said I had a lot of potential. I had learned how a kitchen operated, and all aspects from sanitation, scheduling, checking trayline, to visiting patients and special diets. My boss said she thought I should take the classes to be a Certified Dietary Manager. That was one of the best decisions I have ever made.

Q. What is your educational background?

A. I attended North Ridgeville High School and took my Dietary Manager's course through the University of Florida. I continue to get the credit hours I need to maintain my certification through different seminars and in-services.

Q. How did you get to where you are today? What path did your employment journey take?

A. After completing my Dietary Manager's Course and passing my test, I moved to another hospital as a dietary supervisor. An opening came up for a Director of Dietary at Autumn Aegis Nursing Facility in Lorain. This was a big step for me but my Administrator at the time, who was Linda Sprenger, believed in me and she helped me start my career with the Sprengers and I have never looked back. I am so grateful for the opportunity she gave me 12 years ago.

Q. What skills do you think are needed to be successful in this field?

A. In addition to keeping my credit hours up for my certification, Sprengers offer continuing education courses in what I need to learn in the long-term care setting. You need to be a people person and have patience. You need to be able to multi-task and still be patient and understanding. Everyone I meet is a customer who will remember how they were treated. As a Department head, I have a lot of responsibilities, but it is worth it because I feel I am making a difference in not only our residents' lives but in others as well. Also, you need to genuinely care about your staff because it makes them do a better job.

Q. Do you have any words of advice for someone considering a career in your field?

A. This career gives you personal fulfillment and is very rewarding. Explore your options in healthcare food service -- there is so much more than just cooking and serving food. I cannot think of anything I would rather do than make a difference in our residents' lives through the food we serve them and the care and compassion myself and my dietary staff show on a regular basis.



Local Education Websites

Lorain County JVS
High School and Adult Culinary Programs
www.lcivs.com

Sources: Occupational Information Network, O*Net Online, <http://online.onetcenter.org>.** U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, <http://stats.bls.gov/oco>