Department productivity

Employee task

Afnan Chikhani

Fontbonne University

Efficiency is one of the essential skills that institutes considered when hiring employees. Some workers are more efficient than others, and that can affect the profit of institutes. During my food service rotation in Missouri Baptist medical center, I observed two employees completing the same task, and one of them is much more efficient in his work than the other employee. The employee was working on dinning on call, and that line needs energy and fast response because the tray needs to be delivered no later than 45 minutes. Some order is hot food, so need time to cook, so it needs to be delivered as some as the hot food is ready. One of the employees, as soon as there are a few trays ready she will leave to deliver because she wants to deliver both hot and cold food at the right temperature and as fast as possible. On the other, hand, the other employee would wait to fill the carts so she can minimize the number of her trips. She still delivers within the window of 45 minutes, but the first order must sit and wait. They both are doing their job according to the requirement. The first employee is a more effective method considering patient satisfaction because hot food and coffee that are setting on the tray for half an hour might affect the temperature of the food. There are two people on this line. They rotate all the time one of them makes the trays deliver it, and the other would all make a certain order and deliver the order she prepared.

 My recommendation is to have an employee that collects the order and makes the try. These workers stay in the kitchen, and other workers would be delivered. They would only deliver food to different locations. I think this would be more efficient. The current way is delaying the work because it will not get the receipt to the cook to start preparing the food until they come back from delivering the tries the flour. They need to wait for hot food to be prepared, which can delay other orders. Suppose they have different employees to deliver that who are getting the order and preparing the meals. The meals would already be to do as soon as the delivery person comes back to the kitchen. The cook does not wait to get the order only when they are in the kitchen. Cook will also be preparing food continually, which meals keep delivering as soon as they are ready. This is more productive, especially during mealtime. I believed that changing the order of worker duties like mentioned will increase customer satisfaction. There will not behold time unless there are not orders, which will be break time for them.

Talking to one of the kitchen supervisors when I was getting some information about surveys and patients’ satisfaction. She mentioned that some hospital a have all the hospital on dinning on call all the time, which make it much more comfortable and Pt will eat any time they feel they want too. When a hospital has all the hospital on dinning on call, they have some work in the kitchen preparing the tries while the other delivering. Whether the hospital’s kitchen is wholly or partially dinning on call, I recommend having a worker in the kitchen different than the worker providing the food.