

Mark Young

Success is the determination as to how bad you want something

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Objective: To obtain a full time position by utilizing my previous experience in contributing to the long term success of the company

Authorized to work in the US for any employer

Work Experience

Patient Dining Supervisor

Morrison Healthcare - Rochester, MN

November 2021 to Present

Job Summary

Patient Dining Supervisors are responsible to coordinate patient meal service and special requests and needs for the Patient Dining Program. Ensure that Patient Dining Associates are adequately trained and that units are properly staffed to provide service. They are a huge part of creating a culture of comfort and compassion in the healthcare environment, taking care of patients' special requests and nutritional needs.

Essential Duties and Responsibilities:

- Oversees systems and processes to ensure that the strategic and operational objectives of the Patient Dining Program service are accomplished.
- Supervise Patient Dining Associates and ensure they provide services that include helping patients make menu selections, assemble, and deliver/pick-up their meal trays.
- Work with the caregivers and culinary team to determine menu alternatives for patients with food allergies and sensitivities; cultural, ethnic and religious preferences; or when a patient inquires about additional selections.
- Interacts with nursing and evaluates on a daily basis patient meal selection, tray completion, tray delivery and tray retrieval process.
- Is responsive to patients' needs at all times. Communicate problems or concerns with patients to appropriate personnel in a timely manner, following department procedures.
- Assist dietitians, such as helping monitor patients who cannot eat food through their mouth, are on liquid diets or have a specific calorie count to manage.
- Adhere to facility confidentiality and the patient's rights policy as outlined in the facility's Health Insurance Portability and Accountability Act (HIPAA) policies and procedures.
- Complies with regulatory agency standards, including federal, state and JCAHO.
- Follow Hazard Analysis Critical Control Point (HACCP) guidelines, a prevention based food safety system for meal assembly and distribution.
- Comply with federal, state and local health and sanitation regulations, as well as department sanitation procedures.
- Complete all daily, weekly or monthly reports as outlined in the Morrison Healthcare policies and procedures.

- Conduct daily associate team meetings following Morrison's branded GR8 Start Meeting guidelines and template.
- Performs other duties as assigned.

Chef Manager

Cura Hospitality | Elio North America - Rochester, MN

January 2021 to September 2021

Job responsibilities included:

- Perform routine kitchen tasks.
- Follow the prep list created to plan duties.
- Label and stock all ingredients on shelves so they can be organized and easily accessible.
- Measure ingredients and seasonings to be used in cooking.
- Prepare cooking ingredients by washing and chopping vegetables, cutting meat, and other meal prep.
- Set up workstations and ingredients so that food can be prepared according to recipes.
- Undertake basic cooking duties, such as reducing sauces and parboiling food.
- Prepare simple dishes, such as salads and entrees.
- Maintain a clean and orderly kitchen by washing dishes, sanitizing surfaces, and taking out trash.
- Ensure that all food and other items are stored properly.
- Comply with nutrition and sanitation guidelines.
- Perform other kitchen duties as assigned.

Manager and Customer Service Manager (CSM)

T and M Storage - Seneca, SC

June 2003 to August 2018

Maintain daily operations of property

Successful conversions of calls, internet and walk ins inquiries into rentals

Manage bookkeeping through pursuit of collections, posting of payments

Ensure appearance of property is clean

Marketing and promoting

Payment recovery

Education

Bachelor's degree in Business Administration

Winona State University - Winona, MN

August 2021 to Present

Associate's degree in Business Administration

Rochester Community and Technical College - Rochester, MN

August 2019 to May 2021

Diploma in Business

Seneca High School - Seneca, SC

August 1999 to May 2003

Skills

- Microsoft Office and PowerPoint (1 year)
- Business Development
- Event Planning (3 years)
- Strategic Planning
- Fundraising
- Marketing
- Public Relations
- Branding
- Recruiting
- Human Resources
- Office Management
- Meal Preparation
- Kitchen Experience
- Cooking
- Budgeting
- Kitchen Management Experience
- Project Management
- Culinary Experience
- Hotel experience

Assessments

Customer Focus & Orientation — Highly Proficient

July 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Highly Proficient

February 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Scheduling — Familiar

February 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Familiar](#)

Receptionist — Highly Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Customer service — Proficient

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

September 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Work style: Reliability — Proficient

July 2020

Tendency to be dependable and come to work

Full results: [Proficient](#)

Typing — Highly Proficient

September 2020

Transcribing text using a standard keyboard

Full results: [Highly Proficient](#)

Attention to detail — Highly Proficient

September 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Manufacturing fit — Familiar

June 2021

Measures the traits that are important for success in manufacturing roles

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Other skills:

Time Management

Leadership

Analytical

Team Player

Communication