Food Service Supervisor II
Examination Announcement

Statewide Open Examination for all state departments

Final Filing Date: Continuous Filing
Salary: $3,429.00 - $4,293.00

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated may apply for this examination. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Applicants may apply via mail or hand deliver the application to the Human Resources Division at the address listed below. Applications (STD. 678) are available at CalHR’s website www.jobs.ca.gov.

Submit an Examination Application (STD 678) and the Qualifications Assessment to the address listed below:

California Department of Veterans Affairs (CalVet)
Attn: Food Service Supervisor II Exam
1227 O Street, Room 404
Sacramento, CA 95814

The Qualifications Assessment for Food Service Supervisor II and the Standard State Application (STD 678) are included in this examination bulletin package. Please ensure that all attached documents are completed in their entirety before submitting to the address listed above.

Submit applications only to the address indicated above. Do not submit to the California Department of Human Resources (CalHR).

NOTE: Only applications with original signature will be accepted. Facsimiles (FAX) or emailed applications will not be accepted under any circumstances.
SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, mark the appropriate box on the “Examination Application”. You will be contacted to make special arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

NOTE: Applications/resumes MUST contain the following information: “to” and “from” dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information may be rejected.

MINIMUM QUALIFICATIONS

Either I

One year of experience performing the duties of a Food Service Supervisor I in the California state service.

Or II

Two years of experience performing the duties of a Food Service Worker II in the California state service.

Or III

Experience: Three years of experience supervising at least ten employees engaged in the distribution and service of food in a large hotel, restaurant, or institution. This experience must have included responsibility for the training and assignment of food service employees and the maintenance of equipment and work areas. and

Education: Equivalent to completion of the eighth grade.

Or IV

Education: Equivalent to graduation from college and completion of an internship in institutional management of dietetics. (Membership in the American Dietetic Association or eligibility for such membership may be substituted for the required internship.) Candidates who are in the last six months of their internship or graduate study will be admitted to the examination but they must have completed the internship or graduate work before they will be considered eligible for appointment.

POSITION DESCRIPTION

Under general direction, to direct, coordinate, and standardize the serving of food in the various dining areas of a large State institution; to supervise and instruct employees and helpers from the resident population in the distribution and service of food; to be responsible for the maintenance of equipment and supplies; may instruct, lead, or supervise inmates, wards, or resident workers; and do other related work.

ELIGIBLE LIST INFORMATION

Eligibility expires after 12 months unless the needs of the services and conditions of the list warrant a change in this period. The resulting eligible list will be used to fill vacancies statewide.

EXAMINATION INFORMATION

Qualifications Assessment -- Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.
NOTE: It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT WILL BE DISQUALIFIED.

SPECIAL PERSONAL CHARACTERISTICS

Sympathetic understanding of and willingness to work with the resident population of a State institution; personal cleanliness; and freedom from communicable diseases

KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS

Knowledge of:
1. Arrangement and operation of dining areas and food service counters
2. Various types of dining room and serving utensils and equipment and their uses
3. Appropriate cleaning and preserving materials and their use in the maintenance of dining room utensils and work areas
4. Dining room sanitation and safety measures.
5. Effective personnel practices
6. Operation of a food control program
7. General pantry operations
8. Principles of effective supervision
9. Department’s Equal Employment Opportunity Program objectives

Ability to:
1. Plan, organize and direct the work of others
2. Modify food to special needs of population served
3. Plan and conduct in-service training programs
4. Analyze situations accurately and adopt an effective course of action
5. Keep records and prepare reports
6. Follow serving instructions for therapeutic diets

VETERANS’ PREFERENCE

Veterans’ preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested, these points. VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.

IMPORTANT CHANGES – EFFECTIVE JANUARY 1, 2014

Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans Preference process is administered by the State of California. Veterans’ Preference will be awarded as follows, starting on January 1, 2014:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans’ preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans’ Preference is not granted once a person achieves permanent civil service status.

HOW TO APPLY FOR VETERANS’ PREFERENCE

The California Department of Human Resources (CalHR) has information on how to apply for Veterans’ Preference on their website at www.jobs.ca.gov and on the Application for Veterans’ Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.calvet.ca.gov.
For additional information regarding this examination, please contact the Department of Veterans Affairs (CalVet) Examination Unit at (916) 653-2535.

Please click on the link below to review the official California State Personnel Board class specification: Food Service Supervisor II

The Department of Veterans Affairs (CalVet) reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the candidate's responsibility for an examination without a written feature to contact the Department of Veterans Affairs (CalVet) three weeks after the final filing date if he/she has not received any notification.

It is the candidate's responsibility for an examination with a written feature to contact the Department of Veterans Affairs (CalVet) six weeks after the final filing date if he/she has not received any notification.

If a candidate's notice of oral interview fails to reach him/her 3 days prior to their scheduled appointment date due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the CalVet at (916) 653-2535.

Examination Locations: Locations of interviews may be limited or extended as conditions warrant.

Examination Applications are available at www.jobs.ca.gov, CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at www.spb.ca.gov

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to
graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. **NOTE: For peace officer classifications please refer to the testing department for special requirements.**

**College Education:** The qualifications meeting the requirement “Equivalent to graduation from college” means satisfaction of the requirements for the bachelor’s degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor’s degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent.

**TTD** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800-735-2929 or from voice phone: 1-800-735-2922.

**Department of Veterans Affairs (CalVet), Examination, 1227 O Street, Room 404, Sacramento, CA 95814**  
**Phone:** (916) 653-2535  
**Website:** [www.calvet.ca.gov](http://www.calvet.ca.gov)
QUALIFICATIONS ASSESSMENT FOR
FOOD SERVICE SUPERVISOR II

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for FOOD SUPERVISOR II with the California Department of Veterans Affairs (CalVet). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed onto a separate eligible list for the classification listed above. The list will be used to fill existing vacancies statewide. A “Conditions of Employment” form is included in this examination which will allow you to select the location(s) and time base(s) you are interested in working. It is required that you personally complete this examination accurately and without assistance.

You will be evaluated based on your ability to follow directions, read, interpret, and respond appropriately to the questions in this Qualifications Assessment. Candidates who fail to follow the instructions may result in disqualification or a lower score from this examination.

THIS AFFIRMATION MUST BE COMPLETED.

Government Code Section 18935:
“The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

j. Has intentionally attempted to practice any deception or fraud in his or her application, in his or her examination, or in securing his or her eligibility.”

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

SIGNATURE: ___________________________ DATE: ___________________________

NAME (PRINTED): ___________________ SOCIAL SECURITY NUMBER: ___________________

HOME PHONE NUMBER: ___________________ WORK PHONE NUMBER: ___________________

YOUR COMPLETED STANDARD STATE APPLICATION (STD. FORM 678) AND COMPLETED QUALIFICATIONS ASSESSMENT MUST INCLUDE YOUR ORIGINAL SIGNATURE. BOTH DOCUMENTS WILL BE ACCEPTED ON A CONTINUOUS BASIS. THEY MAY BE MAILED OR FILED IN PERSON TO THE FOLLOWING LOCATION:

California Department of Veterans Affairs
1227 O Street, Room 404
Sacramento, CA 95814
Attn: FOOD SERVICE SUPERVISOR II Exam

NOTE:
- Be sure your envelope has adequate postage if submitting via mail.
- Facsimiles (FAX) will NOT be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.
- The STD. FORM 678 may be downloaded from the CA Department of Human Resources’ website at https://jobs.ca.gov/Public/StateForms.aspx.
GENERAL INSTRUCTIONS

Read and follow instructions carefully.

This process is the entire examination for the FOOD SERVICE SUPERVISOR II classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a lower score from this examination.

1. Additional instructions are provided on the following pages.

2. If successful, your name will be placed on separate eligible list for the classification listed above.

3. The examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

The following areas comprise the complete examination for Health and Safety Officer. You must ensure you have addressed each of the following areas:

- Affirmation Statement (page 1)
- General Instructions (page 2)
- Prior State Employment Information (page 2)
- Conditions of Employment (page 3)
- Minimum Qualifications (pages 4-5)
- Job Requirements (page 5)
- Work Experience – Food Service Supervisor II (pages 6-7)
- Knowledge Assessment – Food Service Supervisor II (page 8)

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents his/her experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the certification list
- Loss of State employment
- Loss of rights to compete in any future State examination

PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section ONLY if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. IF THIS DOES NOT APPLY TO YOU, please skip this question.

Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

☐ YES
☐ NO
Please select all locations and tenures for which you are willing to accept employment. If you are successful in the examination, your name will be placed on the employment list and referred to fill vacancies according to the conditions you specify on this form.

- **Permanent – Full Time**
- **Limited Term – Full Time**
- **Permanent – Part Time**
- **Limited Term – Part Time**
- **Permanent - Intermittent**
- **Limited Term - Intermittent**
- **ANYWHERE IN THE STATE** – If checked, no further selection is necessary. If you select more than 15 counties below, you may be considered available for work anywhere in the State.

- **8004 ANYWHERE IN THE NORTHERN REGION** or make Northern Region county choices below.
  - 0400 Butte
  - 0600 Colusa
  - 0800 Del Norte
  - 1100 Glen
  - 1200 Humboldt
  - 1700 Lake
  - 1800 Lassen
  - 2300 Mendocino
  - 2500 Modoc
  - 2900 Nevada
  - 3100 Placer
  - 3200 Plumas
  - 4500 Shasta
  - 4600 Sierra
  - 4700 Siskiyou
  - 5100 Sutter
  - 5200 Tehama
  - 5300 Trinity
  - 5800 Yuba

- **8001 ANYWHERE IN THE CENTRAL REGION** or make Central Region county choices below.
  - 0100 Alameda
  - 0200 Alpine
  - 0300 Amador
  - 0500 Calaveras
  - 0700 Contra Costa
  - 0900 El Dorado
  - 1000 Fresno
  - 2000 Madera
  - 2100 Marin
  - 2200 Mariposa
  - 2400 Merced
  - 2700 Monterey
  - 2800 Napa
  - 3400 Sacramento
  - 3500 San Benito
  - 3900 San Joaquin
  - 4100 San Mateo
  - 4200 Santa Barbara
  - 4300 Santa Clara
  - 4400 Santa Cruz
  - 4800 Solano
  - 4900 Sonoma
  - 5000 Stanislaus
  - 5500 Tuolumne
  - 5700 Yolo

- **8011 ANYWHERE IN THE SOUTHERN REGION** or make Southern Region county choices below.
  - 1300 Imperial
  - 1400 Inyo
  - 1500 Kern
  - 1600 Kings
  - 1900 Los Angeles
  - 2600 Mono
  - 3000 Orange
  - 3300 Riverside
  - 3600 San Bernardino
  - 3700 San Diego
  - 4000 San Luis Obispo
  - 5400 Tulare
  - 5600 Ventura

Please notify the Department of Veterans Affairs, Examination Unit promptly of address or location preference changes at 1227 O Street, Room 404, Sacramento CA 95814 or (916) 653-2535.
MINIMUM QUALIFICATIONS

EITHER I
One year of experience performing the duties of a Food Service Supervisor I in the California state service.

OR II
Two years of experience performing the duties of a Food Service Worker II in the California state service.

OR III
Experience: Three years of experience supervising at least ten employees engaged in the distribution and service of food in a large hotel, restaurant, or institution. This experience must have included responsibility for the training and assignment of food service employees and the maintenance of equipment and work areas and educational requirements.

Education: Equivalent to completion of the eighth grade.

1. Do you have three years of experience supervising at least ten employees engaged in the distribution and service of food in a large hotel, restaurant, or institution? □ Yes □ No

2. If yes, do these experiences include responsibility for the training and assignment of food service employees and the maintenance of equipment and work?
   Dates (m-d-y): __________ to __________
   Name of hotel, restaurant, or institution: _____________________________________
   Address of hotel, restaurant, or institution: ___________________________________
   Number of Employees supervised: __________
   Supervisor’s Name: _____________________________ Phone no. _______________

3. Have you completed eighth grade?
   Yes □ No □

OR IV
Education: Equivalent to graduation from college and completion of an internship in institutional management of dietetics. (Membership in the American Dietetic Association or eligibility for such membership may be substituted for the required internship.) Candidates who are in the last six months of their internship or graduate study will be admitted to the examination but they must have completed the internship or graduate work before they will be considered eligible for appointment.

1. Have you completed education that is equivalent to graduation from college (i.e., four year Bachelor’s Degree from an accredited school)? □ Yes □ No
   University or College: _____________________________
   Degree Received: _____________________________ Date: ___________________________

2. Have you completed an internship in institutional management of dietetics?
   Dates (m-d-y): __________ to __________
   University or College: _____________________________

3. Are you within the last 6 months of your internship/graduate work?
   Yes □ No □ Yes □ No □ Yes □ No
4. Are you a membership of the American Dietetic Association? (Please attach membership certificate.)
   University or College: ___________________________________________________

5. Are you eligible for membership to the American Dietetic Association?

**JOB REQUIREMENTS**

The following are job requirements. Please respond to each question by checking the appropriate box. **If you are unwilling or unable to comply with any of the following job requirements, it will be grounds for elimination from the examination process.**

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1. Are you willing to abide by and adhere to the departmental policies and procedures if appointed to a position with the State of California?</td>
<td>Yes No</td>
</tr>
<tr>
<td>2. Are you willing to undergo annual health review including TB testing?</td>
<td>Yes No</td>
</tr>
<tr>
<td>3. Are you willing to keep current with the completion of all required training?</td>
<td>Yes No</td>
</tr>
<tr>
<td>4. Are you willing to maintain cooperative, professional, and effective interactions with employees, individuals served, and the public?</td>
<td>Yes No</td>
</tr>
<tr>
<td>5. Are you willing to attend supervisor training?</td>
<td>Yes No</td>
</tr>
</tbody>
</table>
## LEVEL OF EXPERIENCE: Check the appropriate box that best describes your level of experience for each item. There should be 1 check mark for each item.

## FREQUENCY: Check the appropriate box that best describes how often you performed each item. There should be 1 check mark for each item.

### NOTE: There should be a total of TWO check marks for each item. ONE check mark for “Level of Experience” AND one check mark for “Frequency.”

### ITEMS:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>LEVEL OF EXPERIENCE</th>
<th>FREQUENCY</th>
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<tbody>
<tr>
<td>1. Direct and coordinate the serving of food in the various dining areas of a large institution/hotel/restaurant</td>
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<tr>
<td>2. Standardize the serving of food in the various dining areas of a large institution/hotel/restaurant.</td>
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<td></td>
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<tr>
<td>3. Assign work and supervise employees and helpers</td>
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<tr>
<td>4. Give instruction and training to employees and helpers</td>
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<tr>
<td>5. Review and evaluate employee performance and take/recommend appropriate action</td>
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<td>6. Document employee work performance</td>
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<tr>
<td>7. Assist in evaluating and preparing probationary and annual evaluation reports with input</td>
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<td></td>
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<tr>
<td>8. Complete food requisitions</td>
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<td></td>
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<tr>
<td>9. Utilize staff effectively (e.g., move staff between stations for the completion of work duties during shortages, etc.)</td>
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<tr>
<td>10. Identify training needs of employees</td>
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<td>11. Coordinate training programs</td>
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<td></td>
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<td>12. Assist in developing training materials</td>
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<td>13. Assist with staff meetings for Food Service personnel</td>
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<td>14. Attend meetings and training classes</td>
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<td></td>
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<td>15. Assist in enforcing safety rules</td>
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<tr>
<td>16. Supervise the preparation for meal service</td>
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</tr>
</tbody>
</table>
### SECTION I
WORK EXPERIENCE – FOOD SERVICE SUPERVISOR II

**INSTRUCTIONS**: To respond appropriately to Items 17 - 31, check the corresponding box in each column that accurately reflects your work experience. (**NOTE**: You must check only one box for each item under “Level of Experience” AND one box for each item under “Frequency.”)

| LEVEL OF EXPERIENCE: Check the appropriate box that best describes your level of experience for each item. There should be 1 check mark for each item. |
| FREQUENCY: Check the appropriate box that best describes how often you performed each item. There should be 1 check mark for each item. |

**NOTE**: There should be a total of TWO check marks for each item. ONE check mark for “Level of Experience” and ONE check mark for “Frequency.”

**ITEMS:**

<table>
<thead>
<tr>
<th>LEVEL OF EXPERIENCE</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not performed</td>
<td>Performed DAILY</td>
</tr>
<tr>
<td>Performed less than 1 year</td>
<td>Performed WEEKLY</td>
</tr>
<tr>
<td>Performed 1 year to less than 2 years</td>
<td>Performed MONTHLY</td>
</tr>
<tr>
<td>Performed 2 years to less than 3 years</td>
<td>Not Performed</td>
</tr>
<tr>
<td>Performed 3 years or more</td>
<td>Not Performed</td>
</tr>
</tbody>
</table>

- **ITEM 17.** Supervise the maintenance and arrangement of dining and serving areas, site kitchens, equipment, and utensils  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 18.** Prepare work orders and review with supervisor  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 19.** Check food quality by various sensory methods including temperature, sight, and taste  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 20.** Observe and report client satisfaction and/or complaints toward the food served and communicate to appropriate staff  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 21.** Assist co-workers with any special clean up, extra jobs or performance of foregoing tasks  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 22.** Make inspections, and maintain uniform food handling practices and standards of safety and sanitation  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 23.** Establish standards and maintain accepted practices for dishwashing operation  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 24.** Oversee catering functions for the department/assigned area  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 25.** Coordinate the food service with the food preparation department and nursing services  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 26.** Inform the Assistant Director of Dietetics, Director of Dietetics or higher management of any situation, activity or change requiring special attention  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 27.** Order, receive, and supervise storage and inventory of supplies and equipment  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 28.** Supervise the care of food remaining after service  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed

- **ITEM 29.** Maintain records and make reports  
  - [ ] Not performed  
  - [ ] Performed less than 1 year  
  - [ ] Performed 1 year to less than 2 years  
  - [ ] Performed 2 years to less than 3 years  
  - [ ] Performed 3 years or more  
  - [ ] Performed DAILY  
  - [ ] Performed WEEKLY  
  - [ ] Performed MONTHLY  
  - [ ] Not Performed
SECTION II
KNOWLEDGE ASSESSMENT – FOOD SERVICE SUPERVISOR II

For items 1 - 9, rate your level of knowledge by checking the appropriate box that best describes your level of knowledge for each item.

**Definition of Levels:**

**Extensive Knowledge:** I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations and I have instructed others on specific aspects of this knowledge.

**Moderate Knowledge:** I possess a sufficient knowledge level that has allowed me to perform tasks related to this knowledge successfully and I have applied it to the job.

**Basic Knowledge:** I possess some knowledge but may require additional instruction to apply this knowledge effectively.

**No Knowledge:** I possess no knowledge and I have not applied it to the job.

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>LEVEL OF KNOWLEDGE</th>
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<tbody>
<tr>
<td>1. Arrangement and operation of dining areas and food service counters</td>
<td>☐ ☐ ☐ ☐</td>
</tr>
<tr>
<td>2. Various types of dining room and serving utensils and equipment and their uses</td>
<td>☐ ☐ ☐ ☐</td>
</tr>
<tr>
<td>3. Appropriate cleaning and preserving materials and their use in the maintenance of dining room utensils and work areas</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>4. Dining room sanitation and safety</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>5. Effective personnel practices</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>6. Operation of a food control program</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>7. General pantry operations</td>
<td>☐ ☐ ☐ ☐</td>
</tr>
<tr>
<td>8. Principles of effective supervision</td>
<td>☐ ☐ ☐ ☐</td>
</tr>
<tr>
<td>9. Department’s Equal Employment Opportunity Program objectives</td>
<td>☐ ☐ ☐ ☐</td>
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THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT FOR FOOD SERVICE SUPERVISOR II.

Please refer to page one for mailing instructions.
Applications will be processed ONLY for classifications where an examination is in progress and the published final filing date has not passed, or for vacant positions where a department requests an application.

PRINT OR TYPE--PLEASE SEE INSTRUCTIONS ON BACK PAGE

1. Enter the county in which you would like to take the examination
   if different from the county of your residence.

2. Do you need reasonable accommodation to take an interview or written test?

3. Do your religious beliefs prevent you from taking an examination on Saturday?

4. Are you now employed by the State of California? (If "YES", fill in the information below.)

5. Have you ever been fired, dismissed, terminated, or had an employment contract terminated from any position for performance or for disciplinary reasons? (Applicants who have been rejected during a probationary period, or whose dismissals or terminations have been overturned, withdrawn [unilaterally or as part of a settlement agreement] or revoked need not answer "YES"). Refer to the Instructions for further information. If "YES" to Question #5, give details in the Explanations section.

6. In addition to English, list any other languages you:
   a. possess verbal fluency in
   b. possess written fluency in

7. I certify I can type at a speed of ________ words per minute. (For typing applicants only.)

8. Do you meet the minimum and/or maximum age requirements?

9. Do you possess a valid California Driver License? (If "YES", fill in the information below.)

EXPLANATIONS

CERTIFICATION - IMPORTANT - PLEASE READ BEFORE SIGNING - If not signed, this application may be rejected.

I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California.

APPLICANT'S SIGNATURE

DATE SIGNED

APPLICANTS—DO NOT USE THE SPACE BELOW—FOR PERSONNEL USE ONLY

FOR PERSONNEL USE ONLY

STATUS

EXPERIENCE

LICENSE REQUIREMENT

EDUCATION

OTHER

STAFF

DATE PROCESSED
**STATE OF CALIFORNIA - CALIFORNIA DEPARTMENT OF HUMAN RESOURCES**

**EXAMINATION / EMPLOYMENT APPLICATION**
STD. 476 (REV. 10/2013) Page 2

**APPLICANT'S NAME** (Last) (First) (M.I.) EASY ID

**EDUCATION**

<table>
<thead>
<tr>
<th>UNIVERSITY OR COLLEGE—NAME AND LOCATION, BUSINESS, CORRESPONDENCE, TRADE OR SERVICE SCHOOL</th>
<th>COURSE OF STUDY</th>
<th>UNITS COMPLETED SEMESTER</th>
<th>UNITS COMPLETED QUARTER</th>
<th>DIPLOMA, DEGREE OR CERTIFICATE OBTAINED</th>
<th>DATE COMPLETED</th>
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**LICENSES—LIST APPLICABLE LICENSES AND CERTIFICATES INDICATED IN THE EXAMINATION BULLETIN.**
(If you are an attorney, please indicate the date you were admitted to the Bar under the Issue Date column, if stated on the examination bulletin.)

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<tr>
<th>LICENSE / CERTIFICATION NUMBER</th>
<th>ISSUE DATE</th>
<th>EXPIRATION DATE</th>
<th>IN THE SPACE BELOW, INDICATE SPECIFIC COURSE REQUIREMENTS NEEDED TO SATISFY REQUIREMENTS FOR THIS EXAMINATION</th>
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**EMPLOYMENT HISTORY—Begin with your most recent job. List each job separately.**

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<th>FROM (MM/DD/YYYY)</th>
<th>TO (MM/DD/YYYY)</th>
<th>TITLE/JOB CLASSIFICATION (Include Range or Level, if applicable)</th>
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**DUTIES PERFORMED**

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**REASON FOR LEAVING**

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DUTIES PERFORMED

REASON FOR LEAVING

| FROM (M/D/Y) | TO (M/D/Y) | JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable) | SUPERVISOR NAME |
| HOURS PER WEEK | TOTAL WORKED (Years/Months) | COMPANY/STATE AGENCY NAME | SUPERVISOR PHONE NUMBER |
| SALARY EARNED | PER | ADDRESS |

DUTIES PERFORMED

REASON FOR LEAVING

| FROM (M/D/Y) | TO (M/D/Y) | JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable) | SUPERVISOR Name |
| HOURS PER WEEK | TOTAL WORKED (Years/Months) | COMPANY/STATE AGENCY NAME | SUPERVISOR PHONE NUMBER |
| SALARY EARNED | PER | ADDRESS |

DUTIES PERFORMED

REASON FOR LEAVING
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EQUAL EMPLOYMENT OPPORTUNITY
(For Examination Use Only)

APPLICANT: To assist the State of California in its commitment to Equal Employment Opportunity, applicants are asked to voluntarily provide the following information. This questionnaire will be separated from the application prior to the examination and will not be used in any employment decisions. Government Code Section 19705 authorizes the California Department of Human Resources to retain this information for research and statistical purposes.

SOCIAL SECURITY NUMBER
AGD

☐ Under 21 (1) ☐ 21 - 39 (2) ☐ 40-69 (3) ☐ 70 and Over (4)

GENDER
☐ Male ☐ Female

PLEASE CHECK ONE OF THE BOXES THAT BEST DESCRIBES YOUR RACE/ETHNICITY HERITAGE:

ASIAN GROUP
☐ Asian Indian (1)
☐ Cambodian (2)
☐ Chinese (3)
☐ Filipino (4)
☐ Japanese (5)
☐ Korean (6)
☐ Laotian (7)
☐ Vietnamese (8)
☐ Other Asian Group (9)

HISPANIC GROUP
☐ Cuban (10)
☐ Mexican/Mexican American (11)
☐ Puerto Rican (12)
☐ Other Hispanic/Latino Groups (13)

PACIFIC ISLANDER GROUP
☐ Guamanian or Chamorro (14)
☐ Hawaiian (15)
☐ Samoan (16)
☐ Other Pacific Islander Group (17)

OTHER GROUPS
☐ Aleut (18)
☐ American Indian/Native American (19)
☐ Black/African American (20)
☐ Eskimo (21)
☐ White (22)
☐ Other Racial Group (23)
☐ Choose not to Identify (24)

☐ DISABILITY — A person with a disability is an individual who: (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such an impairment or medical condition.

☐ MILITARY—A military veteran; a widow or widower of a veteran; or a spouse of a 100% disabled veteran.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE
INSTRUCTIONS

Read the following instructions carefully before completing this Application. Please complete the Application on a typewriter or personal computer or print in ink. All questions must be answered completely and accurately, except as noted. You may be disqualified for any false or misleading statements or for omitting information. The information you furnish will be used to determine your eligibility and/or may be the basis for arriving at your final rating in an examination. During the course of an examination, you may be requested to provide additional information regarding your qualifications, your preference regarding work location, shifts, etc.

Easy ID - You are required to provide the following tracking information on the application. The first three letters of your last name at birth, the month and day of your birth and the last four digits of your social security number. If you have already established an Easy ID in the online system and it is different, please provide that Easy ID.

Social Security Number - Providing this is voluntary in accordance with the Privacy Act of 1974 (PS 93-579). However, if the Social Security Number is not provided, the department administering this examination will be unable to process your application for purposes of granting Veteran’s Preference points, Career Credits, written test waivers, or to check for eligibility in promotional examinations.

Home/VRS/TTY Number - Provide your 10-digit home telephone, Video Relay Service (VRS) phone number, or Text Telephone (TTY) phone number.

Examination Title/Job Title - Fill in the exact title of the examination from the examination bulletin. Promotional examinations are only available to those who currently meet the criteria to apply on a promotional basis (i.e., civil service employee, veteran, legislative employee, etc.). If applying for a vacant position, enter the class title of the position/vacancy for which you are applying.

Questions 8 and 9 - These questions should be answered only if the examination bulletin indicates (a) a minimum or maximum age requirement for eligibility; and/or (b) a California Driver License requirement.

Explanations - Use this section to explain the details of any response that requires additional information. Be thorough, and attach additional sheet(s) if needed.

Signature - Your signature and the date signed is required. If the Application is not signed, it may be rejected.

Education - You must include a complete record of your training and educational background. Please read the Requirements section of the examination bulletin carefully for any special educational requirements. If more space is needed, attach additional sheet(s).

Licenses - If the examination bulletin calls for a specific license, professional certificate, or membership in a professional organization, list the full name of the license, certificate or organization, the license number, and the official expiration date of the document or membership.

Experience - You must include a complete list of your paid and/or volunteer work experience which relates to the qualification requirements specified on the examination bulletin. List all relevant jobs, during the past 10 years, regardless of duration, including part-time and military service. You should also list volunteer experience and jobs held more than ten years ago if they relate directly to the job for which you are applying. State employees must list the specific departments for which they worked and indicate the specific civil service class title(s) held.

Examinations Granting Veteran’s Preference Points - If you have not previously applied for and been approved Veteran’s Points, you must apply for the points by completing and submitting the Application for Veteran’s Preference Form SPB-1093 to California Department of Human Resources.

NOTE: Your completed Application and other examination related information submitted to the department administering this examination becomes confidential information and the property of the State of California as provided by Government Code Section 19834. This Application and other confidential information will not be returned; therefore, we recommend that you keep a copy of your completed Application for your personal records. Your rights to inspect your examination papers are set forth in Sections 186-189 of Title 2 of the California Code of Regulations, which can be accessed on the California Department of Human Resources’s web site at www.calhr.ca.gov.