



Position description

Title:	Food and Beverage Attendant - Cook
Branch/Department:	Visitor Experience - Commercial
Status:	Part Time
Location:	Emerald Lakeside
Reports to:	Tea Rooms Team Leader
Direct Reports:	Nil, although supervising the team when Team Leader not on site
Hours/Days of Work:	As contracted
Requirements:	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

This position involves food and beverage preparation as per food and safety regulations and organisational policies and procedures and high standards of food and beverage service to visitors of Puffing Billy Railway.

Key Duties & Responsibilities

- Provide a high standard of food and beverage service to our visitors.
- Assist with seasonal menu planning.
- Measure and assemble ingredients for menu items.
- Prepare and cook meals for each day.
- Maintain accurate food inventories.
- Liaise with Team Leader/Commercial Manager re stock requirements.
- Properly store food items at appropriate temperatures.
- Rotate stock items as per established procedures.
- Restock kitchen for subsequent shifts.
- Ensure that the food prep area and kitchen are cleaned and sanitized at the end of the day.
- Change fryer oil on a regular basis as required.
- Maintain food temperature charts in compliance with Food, Health and Safety standards.
- Assemble and serve meals to customers.
- Operate POS and EFTPOS as required.
- Operate coffee machine and serve as required.
- Assist with events on the Railway as required
- Provide direction and supervision to team members when required.
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested



Key Competencies

- Food handling practices experience and
- Good verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks

Qualifications & Experience Required

- Experience in a wide range of cooking styles in a fast service environment
- Knowledge of the Tourism and Hospitality industry
- Current Responsible Service of Alcohol certificate.
- Minimum of three years' experience in commercial food preparation, presentation and delivery of food items.
- Experience in commercial cooking in a fast-paced environment
- Current Food Supervisors Certificate
- An understanding of Puffing Billy's history and current business desirable.

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Working with hot surfaces, ovens, oil • Standing for long periods • Responsibility for the safety of others

Additional Notes

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee
 Name: _____
 Employee
 Signature: _____

Date: _____

Approved By:	Nicoleta Giurgiu	Date:	June 2021
Last Updated By:	Jade Cranton	Date:	June 2021



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!