

Position Description

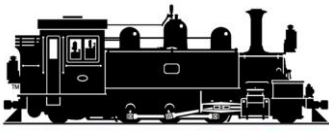
Title:	Food & Beverage Service Attendant
Branch/Department:	Commercial Operations Division
Status:	Casual
Location:	Belgrave and Emerald
Reports to:	Catered Train Supervisor
Direct Reports:	Nil
Hours/Days of Work:	Casual as required
Award:	Amusements, Events and Recreation Award
Travel:	Some travel is required – PBR sites and surrounds as required
Employee/Volunteer	Employee
Requirements	Current Working with Children Check (WWCC) Resolved National Criminal History Check Completed Category 3 Health Assessment Medical

Job Purpose

This position assists in the co-ordination of all Food & Beverage services on Puffing Billy Railway, including but not limited to Luncheon & Dinner Trains, Specials Events and Corporate requirements.

Key Duties & Responsibilities

- Primary duties involve the service of food and beverage to our visitors at functions and on our dining trains as scheduled by the organisation.
- Provide a high standard of food & beverage service to our visitors.
- Make announcements to passengers on board the train re information to assist with their journey.
- Assist in the setting and clearing of tables in the dining carriages and/or at the Packing Shed.
- Assist with stocking on board the train and at the Packing Shed.
- Assist in the washing and storage of all crockery, cutlery and glassware.
- Assist with serving food and beverages both at the Packing Shed and on the train.
- Assist in the seating of passengers.
- Assist with function set up and pack down.
- Maintain food temperature charts in compliance with Food, Health and Safety standards.
- Assist with events on the Railway as required.
- Participate, motivate and share knowledge with other staff and volunteers in:
 - Training and development.
 - Skills development.
 - Local food and beverage knowledge.
 - Food handling, Rail safety and OH&S requirements
- Contribute to and participate in continuous professional and organisational improvement.



PUFFING BILLY RAILWAY

- Knowledge of:
 - Contemporary food, beverage and service trends.
 - Menu ingredients and potential effects in relation to allergies.
 - Bar and refreshment service.
- Will participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Focus on service excellence, exceeding internal and external customer expectations
- Previous experience in the Retail/customer service environment
- Cash and EFTPOS handling skills.
- Self-motivated with an attention to detail
- Proven ability to work as part of a team and independently
- Willingness to work on a rostered basis, including weekends, public holidays and special events
- Ability to work under pressure and unsupervised
- Ability to communicate successfully with people of other cultures

Qualifications & Experience Required

- Knowledge of the Tourism and Hospitality industry
- Current motor vehicle driver's licence (manual)
- Current Responsible Service of Alcohol certificate
- Experience in food preparation, presentation and delivery of food items
- Current Food Handlers Certificate
- Experience with three plate carrying preferred.
- An understanding of Puffing Billy's history and current business is desirable

Key Relationships

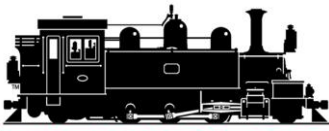
- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations

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 and rail safety management systems
- 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



PUFFING BILLY RAILWAY

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 Walking on uneven surfaces Sitting at workstation Responsibility for the safety of others

Additional Notes

- Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation. These extra duties will be discussed between the employee and their immediate Supervisor/Manager and the decision to allocate them will be taken jointly. This may include working in the retail stores.
- Availability to work weekends, public holidays and Christmas/New Year period is essential
- Attendance at meetings and some variation to normal hours including early or late starts, weekends, evenings and public holidays may be expected from time to time
- 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 acknowledge our Child Protection Policy and Code of Conduct

Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee

Signed: _____ Date: _____

Manager

Signed: _____ Date: _____

Approved By:	April Williams	Date:	Feb 2019
Last Updated By:	E Oxworth	Date:	Feb 2019