



## Position Description

<b>Title:</b>	<b>Food &amp; Beverage Service Attendant</b>
<b>Branch/Department:</b>	Visitor Experience - Commercial
<b>Status:</b>	Part Time or Casual
<b>Location:</b>	Emerald and stations along the PBR corridor
<b>Reports to:</b>	Supervisor
<b>Direct Reports:</b>	Nil
<b>Travel:</b>	Some travel is required – PBR sites and surrounds as required
<b>Requirements:</b>	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical as required</p>

### Job Purpose

This position assists in the co-ordination of all Food & Beverage and Retail services at Puffing Billy Railway (PBR) outlets, including but not limited to Lakeside Visitors Centre café and functions, Luncheon & Dinner Trains, Specials Events and Corporate requirements.

### Key Duties & Responsibilities

- Primary duties involve the service of food and beverage to our visitors at Puffing Billy Railway – primarily the Lakeside Visitors Centre Emerald, and other retail outlets along the rail corridor including Belgrave, Menzies Creek and Gembrook.
- Ensuring a positive and welcoming customer service approach and high standard of service is always delivered.
- Operate POS and EFTPOS as required.
- Operate coffee machine and serve as required.
- Waiting and clearing tables
- Assist with stocking and rotating stock.
- Maintain food temperature charts in compliance with Food, Health and Safety standards.
- Will participate in continuous improvement – learning and development programs and performance management programs
- Assist with events on the Railway as required.
- Adhere to all company values, principles, policies and procedures
- Assist in the sale of retail items and supporting the retail area when and where required
- Participate, motivate and share knowledge with other team members in:
  - Skills development.
  - Local food and beverage knowledge.
  - Food handling, Rail safety and OH&S requirements
- Maintain and share 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
- Maintain a Child Safe environment including reporting responsibilities and procedures
- 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

- Focus on service excellence, exceeding internal and external customer expectations
- Previous experience in the retail/customer service environment preferred
- 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 where appropriate
- Current Responsible Service of Alcohol certificate or willingness to obtain
- Experience in food preparation, presentation and delivery of food items desired
- Current Food Handlers Certificate or willingness to obtain
- 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.
- 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"> <li>Manual handling task (0 – 10kg)</li> <li>Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>Hand/arm movement i.e. stacking, reaching, typing and sorting</li> <li>Walking on uneven surfaces</li> <li>Sitting at workstation</li> <li>Responsibility for the safety of others</li> </ul>

**Additional Notes**

- Employees 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 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:	
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Approved By:	Nicoleta Giurgiu	Date:	September 2022
Last Updated By:	Robert Rabba	Date:	September 2022



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!**