



Position Description

Title:	Food & Beverage Service Team Lead
Branch/Department:	Visitor Experience - Commercial
Status:	Part Time or Casual
Location:	Lakeside Visitor Centre, Emerald and stations along the PBR corridor
Reports to:	Commercial Manager or delegate
Direct Reports:	Nil
Travel:	Some travel is required – PBR sites and surrounds as required
Requirements:	<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

Working in consultation with the Manager and their delegates, this position assists in the directing the day-to-day operation in designated Commercial 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 Commercial outlets along the rail corridor including Belgrave, Menzies Creek and Gembrook.
- Supporting and guiding the team on duty on any day to ensure efficient and effective service
- Mentoring and involvement the development and capacity building of team members
- Ensuring a positive and welcoming customer service approach and high standard of service is always delivered.
- Responsible for opening and closing of commercial site when required.
- Assist with prebooked groups, ie café bookings, function set up
- Co-ordinating allocated staff breaks when required.
- Directing and delegating tasks to staff members.
- 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
- Experience in food preparation, presentation and delivery of food items desired
- 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.



- 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 – 10kg) • 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

- 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:	March 2023
Last Updated By:	Robert Rabba	Date:	March 2023



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!