

## PUFFING BILLY RAILWAY

### Position Description

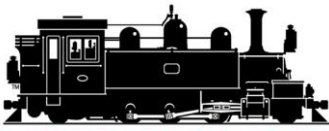
<b>Title:</b>	<b>COOK, FOOD &amp; BEVERAGE SALES &amp; SERVICE – PART TIME</b>
<b>Branch:</b>	<b>Commercial Operations Division</b>
<b>Status:</b>	<b>Part Time</b>
<b>Location:</b>	<b>Emerald Lake Tea Rooms, Lakeside Station, Emerald</b>
<b>Reports to:</b>	<b>Commercial Manager</b>
<b>Direct Reports:</b>	<b>Emerald Lake Tea Room casual staff and volunteers</b>
<b>Hours/Days of Work:</b>	<b>3 to 7.5 hours per day, 3 to 4 days per week</b>
<b>Salary Range:</b>	<b>In accordance with the Restaurant Industry Award 2010 [MA000119]</b>
<b>Travel:</b>	<b>Some travel is required – PBR sites and surrounds as required</b>
<b>Employee/Volunteer</b>	<b>Employee</b>

#### Job Purpose

This position manages the day to day cooking and staff management of the Emerald Lake Tea Rooms.

#### Key Duties & Responsibilities

- Provide a high standard of food and beverage service to our visitors.
- Menu planning (seasonal).
- Measure and assemble ingredients for menu items.
- Prepare and cook meals for each day.
- Maintain accurate food inventories.
- Liaise with Retail Supervisor/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.
- Establish and maintain a culture of quality customer service.
- Lead, motivate and share knowledge with other staff and volunteers in:
  - Induction, training and development.
  - Probation and performance review programs.
  - Skills development.
  - Local food and beverage knowledge.
  - Food handling, Rail safety and OH&S requirements
- Be part of building and maintaining staff & volunteer job satisfaction.
- Knowledge of:
  - Contemporary food, beverage and service trends.
  - Menu ingredients and potential effects in relation to allergies.
  - Bar and refreshment service.



## **PUFFING BILLY RAILWAY**

- Adhere to all company values, principles and procedures including:
  - WH&S requirements
  - Rail Safety Management System requirements
  - Puffing Billy's Heritage Integrity
  - Child safe awareness
- Understand and demonstrate support for the company's commitment to a harassment free workplace.
- Participate in performance reviews as required.
- Maintain a professional appearance in the workplace.

### ***Culture:***

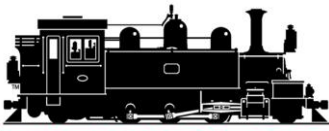
- Display respect, care and consideration for differing cultural values.
- Be a champion of company culture and lead by example.
- Perform all duties in an appropriate manner that would add value to the brand and respect internal and external customers.
- Be a champion of change and assist the organization where ever possible to ensure change is welcomed and managed effectively.

### **Key Competencies**

- Competency in food handling practises – SITXFSA101
- Focus on service excellence, exceeding internal and external customer expectations.
- Cash register and money handling skills.
- Demonstrated people skills.
- Initiative and problem solving.
- Ability to multi task.
- Ability to work under pressure and unsupervised.
- Ability to communicate successfully with people of other cultures.
- Ability to work as team and lead by example.
- Excellent and clearly demonstrated organisational skills.
- Ability to acquire new skills.
- Ability to prioritise and manage own time.
- Literacy and numeracy appropriate to the position.
- Ability to use technology and develop new technology skills.
- Fluency in English language.
- Ability to maintain confidentiality and to handle issues with sensitivity.
- Flexible and adaptable.
- High energy approach.
- Self-directed learning and development as well as undertaking required training.

### **Qualifications & Experience Required**

- An understanding of Puffing Billy's history and current business is desirable.
- Experience in cooking Asian food is desirable.
- Knowledge of the Tourism and Hospitality industry
- Current motor vehicle driver's licence (manual).
- Current Responsible Service of Alcohol certificate.
- Minimum of five 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.



## PUFFING BILLY RAILWAY

### Key Relationships

- Commercial Manager – Primary Report
- Puffing Billy Railway Executive Management Team.
- Puffing Billy Railway salaried and voluntary workers.
- External suppliers.
- External stakeholders including elected officers and senior management in public and private organisations

### Health & Safety

#### Frequent (occurs 1/3-2/3 of time)

- Manual handling task (0 – 15kg)
- Gripping, holding, clasping with fingers/hands.
- Working on slippery, uneven or moving (on train) surfaces.
- Standing at workstation.

#### Constant (occurs 2/3+ of time)

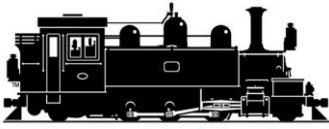
- Hand/arm movement i.e. stacking, reaching, typing and sorting.
- Walking on uneven surfaces.
- Sitting at workstation.
- Responsibility for the safety of others

### Additional Notes

- This job description is not intended to be all-inclusive. 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.
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, scheduling time off is not always an option.
- Availability to work weekends and public holidays 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.

### Assessment & Selection Process

- Application based screening against all criteria listed above.
- First and second interview.
- Professional References required



## PUFFING BILLY RAILWAY

### Acknowledgment

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

*(Employee)*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

*(Manager)*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Approved By:	Nadine Hutchins	Date:	21/02/2018
Last Updated By:	April Williams	Date:	21/02/2018