

## PUFFING BILLY RAILWAY

### Position Description

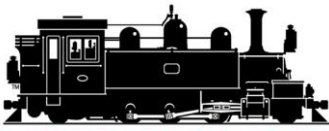
<b>Title:</b>	<b>FOOD &amp; BEVERAGE SERVICE - CASUAL</b>
<b>Branch:</b>	<b>Commercial Operations Division</b>
<b>Status:</b>	<b>Casual</b>
<b>Location:</b>	<b>Belgrave and Emerald</b>
<b>Reports to:</b>	<b>Commercial Manager Lunch Train Supervisor Function Supervisor</b>
<b>Direct Reports:</b>	<b>Nil</b>
<b>Hours/Days of Work:</b>	<b>Casual as required</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 provides assistance 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, as well as the provision to assist with shop duties when required. This is a casual position.

#### 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.
- Experience with three plate carrying preferred.
- 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.
- Undertake shop assistant duties and cover shifts 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.
- 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.
- Self-directed learning and development as well as undertaking required training.
- Maintain a professional appearance in the workplace.

### ***Culture:***

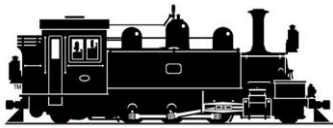
- Display respect, care and consideration for differing cultural values.
- Be a champion of company culture and lead by example.
- Perform all duties in an appropriate manner that would add value to the brand and respect internal and external customers.
- Assist Management where ever possible to ensure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

### **Key Competencies**

- Focus on service excellence, exceeding internal and external customer expectations.
- Cash and EFTPOS handling skills.
- Demonstrated people skills.
- Ability to work under pressure and unsupervised.
- Ability to work as team and lead by example.
- Excellent and clearly demonstrated organisational skills.
- Ability to communicate successfully with people of other cultures.
- Ability to maintain confidentiality and to handle issues with sensitivity.
- Flexible and adaptable.
- High energy approach.
- Ability to acquire new skills.
- Initiative and problem solving.
- Effective verbal communication.
- 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 multi task

### **Qualifications & Experience Required**

- An understanding of Puffing Billy's history and current business is desirable.
- 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.



## 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)

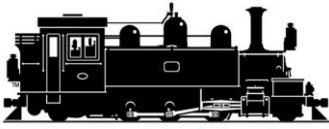
- Hand/arm movement i.e. stacking, reaching, typing and sorting.
- Walking on uneven surfaces.
- Sitting at workstation.
- Responsibility for the safety of others

### 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:	16/02/2018
Last Updated By:	April Williams	Date:	16/02/2018