

FOOD SERVICES ASSISTANT

POSITION DESCRIPTION



Role Title:	Food Services Assistant	Reports to:	Head Chef
Primary Location:	Forestec	Employment:	Casual
Job Level:	Crew	People Leader:	No

Role Purpose:

You will be very well presented and have a professional, welcoming attitude to greet our Bush Café customers. You will ensure the smooth running of the café and be responsible for the day-to-day activities within the Café, including running the floor of the café, taking orders, making barista coffee and assisting other café staff. You will also be responsible for assisting the chef with food preparation and cooking and maintaining cleanliness and orderliness in the kitchen area.

Role Accountabilities:

Duties and Responsibilities Front of House	<ul style="list-style-type: none"> • Greet customers warmly and show them to their table if necessary • Serve food and beverages efficiently and in accordance with agreed procedures, but above all in a professional, courteous manner • Ensure customer areas are always tidy and are displayed in accordance with the establishment standards • Advise Head Chef of supply shortages • Report any problems with either customers, meals or equipment to Head Chef • Assist with any special needs of the customer, i.e. children, disabled or elderly patrons • Assist diners with food and beverage selection by presenting the menu, explaining daily specials and answering food preparation questions • Take customer orders in a pleasant and efficient manner • Ensure orders are given to the appropriate person to complete • Serve food and beverages in accordance with agreed procedures, but above all in a professional, courteous manner • Ensure tables are cleared quickly and efficiently and plates and utensils returned to the kitchen area • Ensure customers are correctly charged, present the bill and take payment from the customer in accordance with the procedures of the establishment • Always ensure the safety of the business's property and cash • Answer phone and record bookings for restaurant reservations where required • Be aware of and continually maintain the highest standards of personal hygiene and dress • Follow instructions of the Head Chef • Perform any other duties as that may be reasonably required
Duties and Responsibilities Food Services	<ul style="list-style-type: none"> • Cleaning • Wash and clean utensils and dishes, return to the kitchen and make sure they are stored appropriately • Clean food preparation equipment, floors and other kitchen tools or areas • Clean up spillages when they occur • Dispose of rubbish • Ensure proper use of chemical/cleaning products and ensure they are stored appropriately • Follow all hygiene and Health and Safety regulations within the kitchen • Food Preparation • Assist the Chef in the preparation and cooking of food, as required • Follow direction toward portion control, cooking standards and wastage

FOOD SERVICES ASSISTANT

POSITION DESCRIPTION



	<ul style="list-style-type: none"> Always maintain a positive and motivated work ethic in the kitchen Handle, sort, store and distribute food items
Relationships	<ul style="list-style-type: none"> Develop and maintain relationships of mutual respect with customers, suppliers, community and staff Aid all other kitchen staff
OH&S	<ul style="list-style-type: none"> Adhere to the OH&S Policy and all relevant legislation including sanitation Always work in a manner that is safe and professional Make sure equipment is kept clean at all times-surfaces wiped down, spillages cleaned up etc. Reinforce a Safety-First Culture Follow established OHS requirements Report any incidents or concerns to managers and through provided reporting mechanism
Other	<ul style="list-style-type: none"> Always demonstrate the GLaWAC values Other duties as required Requirement to undergo vaccinations are determined by employer from time to time Although we may offer work flexibility to work from home, the employer can direct you to return to the office

Specific Role Experiences

Essential	<ul style="list-style-type: none"> GLaWAC considers that being of Aboriginal or Torres Strait Islander heritage is a genuine occupational requirement for this position Computer literacy Good communication skills Experience hospitality or retail Safe Food Handling Demonstrated ability in cash control Enjoy Practical work Good hand-eye co-ordination Current Australian manual driver's licence
Desirable	<ul style="list-style-type: none"> Certificate in Hospitality or Commercial Cookery Knowledge of Gunaikurnai culture, values, aspirations and customs and experience working with the Gunaikurnai people, community and key organisations and stakeholder groups Experience working with Aboriginal people, including a demonstrated ability to communicate and engage sensitively and effectively with Traditional Owner led communities and organisations, knowledge of the social and cultural issues they experience along with a genuine appreciation and respect for their culture Interpersonal skills to effectively engage with community, customers, suppliers and staff

Core Leadership Capabilities:

CAPABILITY	BEHAVIOUR
Business Acumen	<ul style="list-style-type: none"> Has a strong understanding of the business Understands what GLaWAC does and how this applies to their role
Strategic Leadership	<ul style="list-style-type: none"> Understands the key business goals of GLaWAC and how they contribute to it in their role.

FOOD SERVICES ASSISTANT

POSITION DESCRIPTION



Collaboration & Stakeholder Management	<ul style="list-style-type: none">• Builds and maintains strong relationships across the business and with partners• Works collaboratively with peers and other teams
Communication	<ul style="list-style-type: none">• Tailors written and verbal communication to different audiences• Demonstrates active listening skills• Seeks clarification to build understanding of the other person's needs• Is able to express thoughts and articulate their ideas in a clear and concise manner (appropriate to the needs of the audience)• Effectively manages conflicts
Delivery Focus	<ul style="list-style-type: none">• Always does what they say they will• Meets required deadlines with high quality output• Prioritises workload to achieve results and has the courage to ask for help if needed• Demonstrates the resilience to keep moving forward when faced with business challenges
Manages Self	<ul style="list-style-type: none">• Is self-aware; knows personal strengths, weaknesses, opportunities and limits• Is cool under pressure, does not become defensive• Is open to and seeks feedback• Learns from mistakes

Mandatory Licence and Checks

- Mandatory Zero tolerance Drug and Alcohol Testing.
- Current Victorian Manual Driver's License.
- Police check.

Key Relationships

Internal

- Head Chef
- Business Manager
- Human Resources
- All employees

External

- Gippsland TAFE
- Community
- Customers
- Staff
- Suppliers