



# Kitchen Attendant

<b>Reporting to:</b>	Head Chef / Department Supervisor
<b>Department:</b>	Kitchen
<b>Direct Reports:</b>	-
<b>Award Coverage:</b>	
<b>Classification:</b>	
<b>Date Prepared:</b>	June 2019

## **Purpose**

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To provide general support within the kitchen and food production areas through cleaning, preparation and assembly of menu items in line with the Hotel's standards for quality, taste and presentation.

## **Areas of Accountability**

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### **Food Preparation and Production**

- Prepare ingredients for cooking,
- Assemble raw and cooked ingredients according to standard recipe,
- Provide assistance to other kitchen staff in the preparation and production of menu items,
- Receive, check, record temperatures and correctly stores stock deliveries,

### **Cleaning**

- Undertake general cleaning duties within the kitchen and food preparation areas,
- Clean cooking and utensil items,
- Proactively follow waste management initiatives and guidelines,
- Follow waste management guidelines and instructions,

### **New & Improved**

- New Ideas; Continually think about and make suggestions for new and improved ways of attracting customers, promotions and/or delivering on customer value, quality, service excellence and overall experience,
- Improvement projects; Suggest and participate in improvement projects to increase productivity, save time, reduce waste, save costs etc.

### **Venue Support & General**

# watergardens

HOTEL

## Kitchen Attendant

- Inspire and advocate our Values and Behaviours in all interactions,
- Adopt a 'whatever it takes' approach to general venue support duties at times to ensure customer experience and service excellence standards are met,
- Other duties as requested.

### **Safety & Compliance**

- Adhere to Food Safety and HACCP compliance policies and procedure, including following and enforcing hygiene standards at all times,
- Adhere to Security policies and procedures to ensure a secure environment for staff and customers,
- Ensure the correct handling and care of machinery and equipment.
- Report all maintenance requirements, hazards and incidents,
- Adhere to Occupational Health and Safety policies and procedures to ensure a safe work environment for staff and customers,
- Knowledge and safe use of cleaning chemicals,
- Maintain safety records if required,
- Attend and actively participate in training programs as required.

### **Certificates, Licences, Registrations**

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- Responsible Serving of Food / HACCP
- Pubsafe Accreditation

### **Measurable Outcomes**

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- Cleaning and presentation of Kitchen to required standard
- Preparation of ingredients/menu items as directed
- Cleanliness of all kitchen utensils and consumables to required standards
- Adherence to all compliance requirements



# Kitchen Attendant

## **Values and Behaviours**

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**Customers are the Heart** – “Customers may forget what you said, but they will never forget how you made them feel.” Our Customers are the reason for our business, not a distraction from any other tasks. In keeping our *Customers at the heart of everything we do*, we deliver exceptionally professional service, accepting our customers as they are, treat all with respect and engage meaningfully. We greet our customers with a smile. If our customers feel important and experience positive and meaningful interactions, they will return.

**Working Together** - Regard yourself as a member of a team, not just an individual who has a specific job to do. Teamwork is about replacing “I can’t” with “how can I”. Be willing to try new methods and accept new responsibilities. Working Together to keep our promise of exceptional customer service, we do this by communicating, sharing information and accepting new methods and responsibilities to achieve this.

**Service Excellence** – Striving for excellence in service in everything we do. Providing helpful, friendly, enthusiastic and courteous service at all times. Know Delivering on the highest standard of service and fostering customer satisfaction. “If we don’t take care of our customers, someone else will”.



# Kitchen Attendant

## Physical Requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk				
Operating telephone / computer				
<b>Manual Handling</b>				
Bending / twisting Spine				
Working with one or both hands above shoulder height				
Lifting (5kg or under p/item)				
Lifting (5kg or over p/item)				
Requiring low/light application of force				
Requiring medium to high application of force				
Exerting force in an awkward posture				
Holding & supporting				
<b>Agility</b>				
Squatting / kneeling				
Looking up / looking down				
Reaching forwards or sideways				
Gripping or grabbing equipment				
<b>Mobility</b>				
Walking / standing- extended				
Walking on uneven ground				
Climb steps/stairs				
<b>Sensory</b>				
Hearing – face to face / telephone conversations				
Hearing – working with loud machinery				
Visual – read printed material, signage				
Visual – computer screen, electronic signs				
Visual – driving				
<b>Emotional</b>				
Dealing with complex customers				
Supporting dependent persons				
Dealing with conflict				
Managing complex personal situations				
Providing empathy				
<b>Work Environment</b>				
Confined spaces				
Working alone				
Pollen (or other allergens)				
Exposure to polluted odours and/or chemicals				

## Declaration

I, ....., have read and understand the responsibilities and expected outcomes outlined in this Position Description and agree these are reasonable.



# Kitchen Attendant

Signature .....

Date: .....