

Position Description

Title	Kitchen Attendant	Date Prepared	1.6.26
Reports to	Head Chef	Approved by	HR

RESPONSIBILITY STATEMENT

Your role as Kitchen Attendant is to provide friendly, attentive, and efficient service to our valued customers. You are responsible for the delivery of high-quality products whilst adhering to the policies and procedures of TWG. Your efforts will support the TWG team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

KEY RESULT AREAS

The role of Kitchen Attendant involves the sale or service of pre-prepared or freshly prepared food items, assembling sandwiches, and the preparation of fruit, vegetables, and salad items. Food preparation as directed by the Kitchen team, Sous Chef, head Chef. Dishwashing is another key task using an automated dishwasher to wash crockery and cutlery. Manual scrubbing and washing are required. Previous experience in a busy cafe, kitchen, coffee shop or cafeteria is preferred.

Key Responsibilities

- Prepare ingredients for day's trade when required.
- Wash dishes, preparation, and cooking equipment.
- General cleaning of kitchen area and equipment as per chefs' instructions
- Ensure ingredients and equipment are at the correct temperature.
- Keeping kitchen clean, tidy and safe in the process

Clean up and area maintenance.

- Clean and sanitise Kitchen areas at the end of day's trade, ensuring correct storage of all food items.
- All counter area and / or food preparation areas must be cleaned and sanitised at the end of day's trade.
- Adhering to food health and safety standards.
- Polishing glassware and cutlery if required.
- Dishwashing and stacking crockery.
- Use correct chemicals on food preparation areas and kitchen equipment.
- Follow cleaning schedule.
- Maintain clean and sanitised service area and equipment.
- Sweep, scrub and mop floors.

Storage of goods, equipment, and chemicals

- Ensure correct rotation of stock.
- Stock and maintain counter and merchandise set up and display prior to service.
- Notify supervisor of potential low stock items

Hygiene and Cleanliness

- Delivered in line with state and federal legislation and company policy.
- Adhere to TWG grooming and uniform policy

WH & S Policies and Procedures

- Understanding and comply with company WH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Attend Toolbox Meetings.
- Knowledge of evacuation procedures.
- Completed safety induction both on-line and classroom-based training.

KEY RELATIONSHIPS:

External

- EY stakeholders
- Suppliers of TWG
- Customers of TWG

Internal

- Immediate team members
- Head Chef
- Sous Chef / Assistant Head Chef
- Hospitality Experience Manager
- Site Supervisors
- Oceania Executive Chef
- Oceania Hospitality Manager
- Other staff of TWG

PERSONAL SPECIFICATIONS:

Qualification

- Food Handlers Certificate

Experience

- Experience working in busy kitchen environment
- Experience in a function's, meeting & events, hotel or Restaurant environment

COMPETENCIES:

Skills

- Computer – Word, Excel, PowerPoint
- Spoken communication: able to clearly present information through the spoken word.
- Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures.
- Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- Organisation and planning: able to organise or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Knowledge

- 1 year of applicable experience in similar business function.
- A strong understanding of the dynamics of a national organisation.
- Thorough understanding of cleaning service, function & event organising and delivery, retail concepts.

Behavioural Attributes

- ✓ Personal Effectiveness / Interaction – Self manages in accordance with the TWG Catering vision, demonstrates diplomacy when dealing challenging situations. Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG Catering business objectives.
- ✓ Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency. Practices continuous improvement by constantly reviewing processes and output to improve own deliverables.
- ✓ Balancing conflicting priorities – Identify and manage conflicting priorities.
- ✓ Resource Utilisation – Create and nurture networks of people within and outside TWG Catering to obtain information and resources required to ensure things are done.
- ✓ Facilitates change – Prepare and manage the impact of change on self and others, to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

LEADERSHIP:

We set the highest standards and lead by example. We generate new ideas that become industry benchmarks. We use our initiative to achieve these goals for our customers and ourselves.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We always take our responsibilities seriously and act ethically.

PERFORMANCE STANDARDS

Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome. Performance Standards will be discussed on the commencement of employment.

WORK ENVIRONMENT

Our catering service operates from our client premises at EY.

INDICATIVE HOURS

You will be given notice of all shifts, which can fall on any days of the week and the times of work will be dependent on function requests.

PHYSICAL DEMANDS

To perform the essential functions of this role, you must be able to stand for the majority of your working shift, lift and carry food service items, move equipment, load and unload trolleys.

PHYSICAL DEMANDS

To perform the essential functions of this role, you must be able to stand for lengthy periods of time, lift and carry food service items, move equipment, load, and unload trolleys.

UNIQUE FEATURES OF POSITION

Ongoing training provided.

Certain uniform items provided.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: