

## PURPOSE OF POSITION:

To learn and work effectively as a junior member of the Walter Peak catering team.

## DIVISION:

Queenstown

## LOCATION:

Walter Peak

## REPORTS TO:

Executive Chef / Sous Chef / Chef – de Partie

## DIRECT REPORTS:

No staff report directly to this position.

## REAL JOURNEYS VALUES:

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

**Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As**

## CORE COMPETENCIES:

### CREATING REMARKABLE CUSTOMER EXPERIENCES:

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers' experience by thanking them with a genuine farewell;

### DEMONSTRATING LEADERSHIP:

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Embrace our diversity, and be proactive in growing inclusion
- Keep our promises. For the team to work well we do what we say we do;

### A COMMITMENT TO SAFETY

- Safety is the first consideration in everything we do. It is everyone's responsibility - we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

## **ROLE SPECIFIC REQUIREMENTS:**

### **KITCHEN TEAM OPERATIONS**

To assist in the efficient day-to-day operation and procedures of the Colonel's Homestead.

- Ensure that all freight, foodstuffs and stores are handled and controlled as stated by company policy, being aware of food hygiene regulations.
- Ensure you follow all the procedures for stock control and food rotation.
- To ensure competency in the operation of all machines/equipment within the department and that they are maintained in a clean and tidy condition.
- To ensure the correct handover procedure at the end of shift is carried out and all relevant diary and daily information is provided

### **FOOD SAFETY**

Uphold the highest hygiene practice in food preparation, kitchen and galley areas

- Appropriately handle and control foodstuffs and stores.
- Awareness of safe food handling, preparation, serving and storage regulations and regularly checking that these standards are being adhered to (including personal hygiene).

### **FOOD PREPARATION**

Assist kitchen and service staff in preparing and serving food, and clean food preparation and service areas.

- To consistently and efficiently prepare, present and serve food of high quality in line with the designated menu whilst minimising food wastage.
- To follow the day-to-day procedural operation of the galley/kitchen, including cleaning pots, pans, crockery, cutlery as well as other general cleaning tasks.
- To serve meals at the required times recognising flexibility will be required depending on weather/sea conditions and other factors.
- Liaise with the Chef in charge around any special catering requirements or seasonal menu alterations.

### **OTHER DUTIES**

To undertake any other duties as determined by your manager

- Sometimes in the course of your role, you may be delegated responsibility by your manager, or need to report to someone who has been delegated responsibility.
- Ensure all work environments, wharves, coaches and vessels are maintained to a high standard of cleanliness and presentation
- Ensure that all rubbish is collected, disposed of appropriately and recycled accordingly