

# DUTY PROFILES – CASUAL CATERING POSITIONS



POSITION	LEVEL	RESPONSIBILITIES	CAPABILITIES/REQUIREMENTS
Café Food and Beverage (F&B) Attendant	Level 2	<p><b>CATERING OPERATIONS (CAFÉ, FOOD VANS, FUNCTIONS AND EVENTS)</b></p> <ul style="list-style-type: none"><li>Sets up and closes down in accordance with shift requirements and café procedure checklists.</li><li>Takes food orders and serve to table or counter.</li><li>Performs barista duties and monitors quality of coffees served and provides feedback to supervisor.</li><li>Answers customer queries and directs customers to other services or business areas when needed.</li><li>Operates the POS system and performs cash handling duties as required.</li><li>Liaises with kitchen staff on food orders, menus and customer feedback.</li><li>Prepares equipment and utensils for meals.</li><li>Provides high quality customer service and makes sales to customers.</li><li>Identifies opportunities for improving operational procedures.</li><li>Assists in kitchen as required for preparation.</li></ul> <p><b>HYGIENE AND SAFETY</b></p> <ul style="list-style-type: none"><li>Maintains cleanliness standards upon arrival and at all times during and at end of shift Assists in maintaining a safe environment by using safe food handling and work practices.</li><li>Maintains cleanliness and order in workspace and storeroom areas.</li></ul> <p><b>STOCK CONTROL</b></p> <ul style="list-style-type: none"><li>Stocks fridges, stores and displays goods.</li><li>Maintains regular rotation of stock to minimise wastage</li><li>Restocks counters, cutlery, crockery etc.</li><li>Counts stock for stock takes (monthly).</li><li>Notifies Catering Supervisor if stock levels are low including drinks, confectionary, packaged food etc.</li></ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"><li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li></ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"><li>Promotes teamwork by assisting others, e.g. other catering team members and staff of VenuesWest.</li><li>Other related duties, as directed.</li></ul>	<ul style="list-style-type: none"><li>Previous experience in a catering, food service or hospitality environment including:<ul style="list-style-type: none"><li>delivering outstanding experiences for customers;</li><li>espresso coffee making skills producing a range of quality on-demand beverages;</li><li>cash handling and use of food and beverage ‘point of sale’ equipment.</li></ul></li><li>Sound communication and interpersonal skills.</li><li>Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li><li>Responsible Service of Alcohol</li><li>Food Safety Certificate</li></ul>
Café Team Leader	Level 3	<p><b>CAFÉ OPERATIONS</b></p> <ul style="list-style-type: none"><li>Ensures a high level of customer service is maintained and builds customer loyalty with regular patrons of the venue and café.</li><li>Assumes responsibilities as the senior barista preparing and serving high quality beverages in a timely manner and overseeing the standards produced by other Food and Beverage Attendants.</li><li>Works closely with the Chef, Sous Chef and Retail Supervisor by communicating regularly, adhering to operating procedures and reporting issues.</li><li>Performs cash handling and EFTPOS transactions in an accurate and timely manner adhering to operating procedures and customer service principles.</li><li>Responds to customer requests and complaints in a professional and competent manner.</li><li>Cleans and maintains the espresso machine, organises and prepares food for service, portions and plates food for service and assists with vegetable and salad preparations as required.</li><li>Ensures tables are cleared and cleaning is carried out in accordance with food safety procedures to maintain a hygienic and pleasant environment.</li><li>Assists in effective stock-management processes for cafe and events including consumption sheets/storage/wastage.</li><li>Reviews rosters in conjunction with the Retail Supervisor/s as required to manage changes during the functions/events</li></ul> <p><b>PEOPLE AND SAFETY</b></p> <ul style="list-style-type: none"><li>Creates a safe environment for self, colleagues and customers by following the health and safety policies and procedures and actively engaging and educating others during day-to-day operations.</li><li>Supervises Food and Beverage Attendants on duty days; allocating tasks and providing on-the-job training and instruction.</li><li>Actively ensures employees follow HSEQ, manual handling and safe food handling procedures.</li><li>Supports respectful and effective working relationships by acting as a role model for other staff and demonstrating a problem solving approach to operational issues.</li></ul>	<ul style="list-style-type: none"><li>Previous experience in a café, food service or hospitality environment including:<ul style="list-style-type: none"><li>delivering outstanding café experiences for customers;</li><li>extensive espresso coffee making skills producing a range of quality on-demand beverages;</li><li>supervising staff and providing on-the-job training;</li><li>cash handling and use of food and beverage ‘point of sale’ equipment;</li><li>good knowledge of food products, safety and hygiene.</li></ul></li><li>People management skills to supervise staff, provide direction and manage performance.</li><li>Sound communication and interpersonal skills.</li><li>Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li></ul>

		<ul style="list-style-type: none"><li>Actively participates in staff meetings and other communication forums sharing information and knowledge with other café team members, leaders and managers in order to improve work practices.</li></ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"><li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li></ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"><li>Other related duties, as directed.</li></ul>	<ul style="list-style-type: none"><li>Food Safety Certificate</li><li>Responsible Service of Alcohol</li><li>Completion of a course in Liquor Licensing (51544) and ability to be an Approved Manager</li></ul>
Catering Food and Beverage (F&B) Attendant	Level 2	<p><b>CATERING OPERATIONS (CAFÉ, FOOD VANS, FUNCTIONS AND EVENTS)</b></p> <ul style="list-style-type: none"><li>Sets up and closes down in accordance with shift/event requirements and café procedure checklists.</li><li>Takes food orders and serve to table or counter.</li><li>Performs barista duties and monitors quality of coffees served and provides feedback to supervisor.</li><li>Answers customer queries and directs customers to other services or business areas when needed.</li><li>Operates the POS system and performs cash handling duties as required.</li><li>Liaises with kitchen staff on food orders, menus and customer feedback.</li><li>Prepares equipment and utensils for meals.</li><li>Provides high quality customer service and makes sales to customers.</li><li>Identifies opportunities for improving operational procedures.</li><li>Assists in kitchen as required for preparation.</li></ul> <p><b>HYGIENE AND SAFETY</b></p> <ul style="list-style-type: none"><li>Maintains cleanliness standards upon arrival and at all times during and at end of shift Assists in maintaining a safe environment by using safe food handling and work practices.</li><li>Maintains cleanliness and order in workspace and storeroom areas.</li></ul> <p><b>STOCK CONTROL</b></p> <ul style="list-style-type: none"><li>Stocks fridges, stores and displays goods.</li><li>Maintains regular rotation of stock to minimise wastage</li><li>Restocks counters, cutlery, crockery etc.</li><li>Counts stock for stock takes (monthly).</li><li>Notifies Catering Supervisor if stock levels are low including drinks, confectionary, packaged food etc.</li></ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"><li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li></ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"><li>Promotes teamwork by assisting others, e.g. other catering team members and staff of VenuesWest.</li><li>Other related duties, as directed.</li></ul>	<ul style="list-style-type: none"><li>Previous experience in a hospitality/food and beverage service environment.</li><li>Sound communication and interpersonal skills.</li><li>Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li><li>Food Safety Certificate</li><li>Responsible Service of Alcohol</li></ul>
Catering Runner/Storeman	Level 2	<p><b>STORES MANAGEMENT</b></p> <ul style="list-style-type: none"><li>Meets day-to-day and event store requirements.</li><li>Conducts and record monthly stocktake of equipment.</li><li>Ensures that stock and equipment is stored correctly after events.</li><li>Ensures all equipment is maintained in good working order and report any maintenance issues as required.</li><li>Cleans storage areas, ensuring all storage areas are clean and orderly at all times.</li><li>Stores equipment efficiently to ensure easy access.</li><li>Reports damages, breakages, wastage and unusual stock movements to Manager Catering.</li><li>Ensures security of stores at all times</li><li>Performs bump in/out of stock for events and functions</li><li>Stores perishable and non-perishable goods in accordance with procedure</li><li>Assists in monitoring of stock levels, including monitoring of expected inventory against consumption levels and identifying stock losses</li><li>Records consumption levels</li><li>Assists in preparing, processing, receiving and checking of stock orders</li><li>Tags items to ensure correct food safety and rotation</li><li>Follows HSEQ, manual handling and safe food handling procedures.</li></ul> <p><b>DISTRIBUTION AND DELIVERY</b></p>	<ul style="list-style-type: none"><li>Previous experience in a stores role including ordering, receipt, distribution and storage of goods.</li><li>Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.</li><li>Current WA Drivers Licence (C Class minimum)</li><li>WA Construction Industry White Card (Work Safely in the Construction Industry)</li><li>Responsible Service of Alcohol</li><li>Completion of a course in Food Safety - Use hygienic practices for food safety (SITXFSA001) or Food Safety Supervisor Course (FSS) (SITXFSA002) or Participate in Safe Food Handling (SITXFSA201)</li></ul>

		<ul style="list-style-type: none"> <li>Controls inwards and outwards movement of all stock.</li> <li>Checks incoming goods for damage, quantity and pricing accuracy against purchase orders.</li> <li>Ensures accuracy between goods ordered and good received and reports discrepancies to the Supervisor.</li> <li>Transports stock and equipment received to appropriate locations.</li> <li>Undertakes deliveries to and from locations as required during functions and events</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Ensures storage areas are clean, tidy and orderly, with records maintained appropriately.</li> <li>Assists Venue Officers and Catering staff with set up of event equipment as required.</li> <li>Other related duties, as directed.</li> </ul>	
<b>Catering Supervisor</b> <b>Catering Approved Manager</b>	Level 3 Level 5	<p><b>FUNCTION AND EVENT DELIVERY</b></p> <ul style="list-style-type: none"> <li>Supervises the set up and operation of function and event catering areas.</li> <li>Ensures correct and timely set up and close down of food and beverage service operations.</li> <li>Oversees the provision of food and beverage service during functions and events ensuring alcohol service is in line with all RGL and RSA requirements.</li> <li>Acts as Approved Manager during events for liquor licensing purposes as required.</li> <li>Ensures correct clean-up of catering areas and storage of catering equipment after functions and events.</li> <li>Ensures facilities are presented in a clean, safe and tidy condition at all times.</li> <li>Ensures client needs are met during the delivery of functions and events.</li> <li>Reports back to the commercial team following the completion of functions and events.</li> </ul> <p><b>FINANCE AND ADMINISTRATION</b></p> <ul style="list-style-type: none"> <li>Orders, sets up and collects cash floats and resolves reconciliation problems.</li> <li>Conducts accurate and timely stock takes of catering equipment and function supplies.</li> <li>Purchases stock in compliance with VenuesWest procurement guidelines.</li> <li>Coordinates stock movement and communicates with the Storeperson on stock requirements to be delivered to relevant areas.</li> <li>Minimises product wastage.</li> </ul> <p><b>PEOPLE AND SAFETY</b></p> <ul style="list-style-type: none"> <li>Models high standards of performance and behaviour.</li> <li>Supervises casual event staff, reporting issues back to the Catering Operations Manager or Catering Manager as appropriate.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>Actively ensures staff follow HSEQ, manual handling and safe food handling procedures.</li> <li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in a food service or hospitality environment including:               <ul style="list-style-type: none"> <li>delivering outstanding experiences for customers;</li> <li>supervising staff and providing on-the-job training;</li> <li>cash handling and use of food and beverage ‘point of sale’ equipment;</li> <li>good knowledge of food products, safety and hygiene.</li> </ul> </li> <li>People management skills to supervise staff, provide direction and manage performance.</li> <li>Sound communication and interpersonal skills.</li> <li>Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li> <li>Food Safety Certificate</li> <li>Responsible Service of Alcohol</li> </ul> <p>In addition, for Level 5:</p> <ul style="list-style-type: none"> <li>Completion of a course in Liquor Licensing (51544) and ability to be an Approved Manager</li> </ul>
<b>Chef</b>	Level 3.5	<p><b>KITCHEN OPERATIONS</b></p> <ul style="list-style-type: none"> <li>Prepares and cooks food for the café, functions, banquets and events following recipes and menu plans provided</li> <li>Ensures a high standard of food quality and presentation within menu plans</li> <li>Works with the Executive Chef and Catering Manager to ensure the cost base and margins of all dishes are analysed and recorded</li> <li>Monitors and responds to VenuesWest activities which may influence the consumption levels in the café and respond accordingly with preparation requirements.</li> <li>Contributes to maintaining a high level of kitchen hygiene including: cleaning pots and utensils</li> </ul>	<ul style="list-style-type: none"> <li>Previous demonstrated experience in all facets of quality cooking and day to day running of a kitchen including assisting in menu planning, purchasing, stock control and supervision of staff.</li> <li>Communicates clearly both orally and in writing; Listens to, understands and</li> </ul>

		<div>wiping benches</div> <div>emptying bins</div> <div>sweep, scrub and mop floors</div> <div>ensure cleanliness of fridges</div> <div><div><div></div></div>Carries out kitchen opening and closing procedures each morning (including load/unload of dishwasher)</div> <div><div><div></div></div>Observes occupational safety and health standards by using protective equipment and following safe work practices</div>
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**PURCHASING AND STOCK CONTROL**

Stores perishable and non-perishable goods in accordance with procedure.

Assists in monitoring of stock levels, including monitoring of expected inventory against consumption levels and identifying stock losses

Orders stock as required

Assists in preparing and processing of stock orders

Assists in receiving and checking of stock orders

Undertakes correct tagging or items to ensure food safety and rotation

**STAFF MANAGEMENT**

Oversees the work of the Cooks and Kitchenhands to a high standard of food quality and kitchen/stores are kept clean and rubbish disposed of in accordance with procedure.

Works autonomously and takes ownership of the business activities and the team in the absence of their line manager.

Assists in the supervision and training of other kitchen staff.

**WORKPLACE SAFETY AND HEALTH**

I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

**OTHER**

Other related duties, as directed.

		<div>emptying bins</div> <div>sweep, scrub and mop floors</div> <div>ensure cleanliness of fridges</div> <ul style="list-style-type: none"><li>Carries out kitchen opening and closing procedures each morning (including loading/unloading of dishwasher)</li><li>Stores perishable and non-perishable goods in accordance with kitchen procedures.</li></ul> <div>WORKPLACE SAFETY AND HEALTH</div> <ul style="list-style-type: none"><li>Observes occupational safety and health standards by using protective equipment and following safe work practices</li><li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li></ul> <div>OTHER</div> <ul style="list-style-type: none"><li>Other related duties, as directed.</li></ul>	<div>adapts communication styles to the audience.</div> <ul style="list-style-type: none"><li>Completion of a course in Food Safety - Use hygienic practices for food safety (SITXFSA001) or Food Safety Supervisor Course (FSS) (SITXFSA002) or Participate in Safe Food Handling (SITXFSA201)</li></ul>
Sous Chef	Level 5	<div>KITCHEN OPERATIONS</div> <ul style="list-style-type: none"><li>Assists the Executive Chef in the planning and costing of menus ensuring compliance with costing constraints and directional instruction by Catering Manager.</li><li>Assists in ensuring menu plans meet dietary and cultural needs as required for all food requirements.</li><li>Achieves budgeted cost of goods/food and beverage targets as set by the Executive Chef</li><li>Carries out catering control procedures including portion control, stock control and food storage.</li><li>Understands and shares with the Executive Chef, information about the product delivery, the market and its competitors.</li><li>Cooks, prepares and presents food for cafes, functions and events.</li><li>Plans and designs buffets and displays food items.</li><li>Selects appropriate service equipment, service ware and linen to display food and decorations.</li><li>Ensures consistent and ongoing operations of the kitchen as per the direction of the Executive Chef and in the absence of the Executive Chef</li></ul> <div>PURCHASING AND STOCK CONTROL</div> <ul style="list-style-type: none"><li>Purchases stock in line with VenuesWest’s procurement guidelines.</li><li>Receives and stores supplies appropriately</li></ul> <div>STAFF SUPERVISION</div> <ul style="list-style-type: none"><li>Supervises junior kitchen staff, providing guidance and training as required and models high standards of performance and behavior.</li><li>Inducts junior staff and ensures training in procedures and systems.</li></ul> <div>WORKPLACE SAFETY AND HEALTH</div> <ul style="list-style-type: none"><li>Ensures personal hygiene and presentation standards are maintained at all times.</li><li>Follows and provides leadership of VenuesWest health and safety policies and procedures</li><li>Actively ensures all kitchen staff follow HSEQ, manual handling and safe food handling procedures</li><li>Actively ensures safe food handling procedures are implemented including:<div>Hygiene procedures</div><div>Food safety plans</div><div>Compliance with temperature monitoring and corrective action progress</div><div>Compliance with cleaning schedules</div><div>Cleaning and disinfecting equipment and surfaces</div></li><li>Identifies and responds to infection risks.</li><li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li></ul> <div>OTHER</div> <ul style="list-style-type: none"><li>Other related duties, as directed</li></ul>	<ul style="list-style-type: none"><li>Previous demonstrated experience in all facets of quality cooking and day to day running of a kitchen including assisting in menu planning, purchasing, stock control and supervision of staff.</li><li>Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.</li><li>Trade qualification as a Chef (Level III or IV) and/or significant relevant industry experience as approved by General Manager</li><li>HACCP Food Safety Supervisor Certification</li></ul>