



North Metropolitan Health Service  
**Job Description Form**

**Food Service Attendant**

**Hospital Support Workers Agreement: Level 1/2**

**Position Number: 001266**

Retail Catering Services / Patient Support Services  
 Sir Charles Gairdner Hospital / North Metropolitan Health Service

**Reporting Relationships**

Supervisor – Catering Retail & Function Services  
 HSO Level G-3  
 Position Number:000260



**This Position**



Directly reporting to this position:

Title	Classification	FTE

← Also reporting to this supervisor:

- Team Leader
- Cook

**Prime Function / Key Responsibilities**

Provide a complete food and beverage service to customers, patient and staff.  
 Maintain Food Safety and hygiene practices in designated working areas.

## Brief Summary of Duties (in order of importance)

### 1. Customer Service

- 1.1 Provide a courteous and efficient service to customers, patients and staff.
- 1.2 Assist with preparing and serving a variety of coffee and other beverages including providing advice to the customer on menu choice.
- 1.3 Operate cash registers and process debit and credit card transactions accurately.
- 1.4 Count money back to the customer accurately.
- 1.5 Receive, check and process meal/beverage vouchers.
- 1.6 Assist the customer regarding services available and responding to their needs.
- 1.7 Assist with the maintenance of positive presentation in retail outlets including food and beverage displays and the general environment.
- 1.8 Assist in preparing, portioning and distributing menu items for retail outlets.
- 1.9 Restock fridges, display cabinet, store room and consumables.
- 1.10 Escalate customer concerns to the Supervisor or Manager as required.
- 1.11 Assist with collection of crockery/cutlery.
- 1.12 Assist in opening and closing procedures of retail outlets.
- 1.13 Comply with kitchen and food services safety procedures and practices according to HACCP regulations.

### 2. Hygiene

- 2.1 Maintain a high degree of personal hygiene.
- 2.2 Assist with washing of utensils, tools, pots, pans, crockery & cutlery.
- 2.3 Assist with cleaning main cafeteria tables, chairs, floors and general cleaning.
- 2.4 Clean and sanitise catering equipment and designated work areas according to the correct procedure.
- 2.5 Comply with Retail Catering policies and procedures and guidelines.

### 3. NMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Participate in an annual performance development review.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Perform duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 4. Undertakes other duties as directed.

## **Work Related Requirements**

### **Essential Selection Criteria**

1. Commitment to the delivery of consistent excellent customer service.
2. Demonstrates an ability to work as part of a team.
3. Demonstrates an ability to work with limited supervision.
4. Demonstrated good interpersonal communication and interpersonal skills.
5. Basic literacy and competency with figures
6. Knowledge of food safety, infection control and hygiene principles.

### **Desirable Selection Criteria**

1. Demonstrated knowledge skills & experience in the preparing and serving quality barista coffees.
2. Experience in a retail catering environment.
3. Certificate II in Health Support Services or equivalent and/or nationally recognised certificate in Food Safety and Hygiene or equivalent qualification.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery

### **Appointment Prerequisites**

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

## **Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

### **Manager/Supervisor**

Name: Moira Beaman  
Signature/HE: HE120706  
Date: 16/05/2018

### **Dept./Division Head**

Name: Linda Davies  
Signature: HE120706  
Date: 16/05/2018

### **Position Occupant**

Name:  
Signature:  
Date: