

<b>Position title:</b>	Kitchen and F&B Attendant
<b>Department:</b>	Kitchen
<b>Reports to (title):</b>	Executive Chef
<b>Direct reports:</b>	Nil
<b>Date reviewed:</b>	April 2024

### Purpose of the position

To be responsible, in conjunction with the Executive Chef, for the preparation, delivery and sanitation of the food and beverage services of Braemar Hospital. To support the delivery of outstanding customer services encompassing both front of house and back of house tasks. Providing a quality product in accordance with standards set out in the Food Control Plan and Health and Hygiene Regulation

Activity	Key Responsibilities
<b>To assist the Executive and other Chefs as may be rostered in the kitchen</b>	<ul style="list-style-type: none"> <li>• The chefs feel supported in preparing food items, including preparing vegetables, making jellies etc, and that requests are responded to promptly and efficiently.</li> <li>• Support the chefs' objectives (as they may require) to ensure all food and beverages are served according to customer orders, within the timeframes stated, in a consistent manner, and to a high standard of quality and temperature.</li> <li>• Prepare room service trays in line with our food and beverage policies.</li> <li>• Ensure on time delivery of the patient morning and afternoon teas.</li> <li>• Attending to the cleaning of coffee machines throughout the Campus including restocking and maintaining stock rotation of fresh milk in all coffee machines.</li> <li>• Collection of room service trays upon completion of both morning and afternoon teas.</li> <li>• To ensure all work you carry out in the kitchen is in accordance with policies and procedures for infection control and the Food Control Plan.</li> <li>• To ensure that all issues are reported to the Executive Chef on an "as needs arise" basis.</li> <li>• To ensure all staff, specialists and patients are provided with a comprehensive and high-quality menu of food that results in excellent responses as defined by patient surveys and feedback.</li> <li>• To work with Executive Chef to ensure that all necessary stock and ingredients are available to cater for all customer groups within the hospital. All stock and ingredients are to be managed within accordance with FCP policy.</li> </ul>

	<ul style="list-style-type: none"> <li>• All meals are to cater for the wide range of dietary needs of post-surgical patients, as well as staff and specialists.</li> <li>• To ensure food is transported securely between satellite locations adhering to all Braemar Hospital Health and Safety policies and procedures.</li> </ul>
<b>To ensure all dirty dishes are systematically washed and stored</b>	<ul style="list-style-type: none"> <li>• Familiarise yourself with the correct use and operation of the dishwasher(s) and other equipment you may be using. Obtain clear instructions from others who are familiar with correct equipment operation.</li> <li>• Collect dishes from patient's rooms, taking care to ensure that entries are accompanied by the appropriate greeting with respect and care shown to the patient.</li> </ul>
<b>Cleaning/rubbish removal</b>	<ul style="list-style-type: none"> <li>• Ensure that the kitchen is clean and tidy as far as practical at all times, particularly to the standards expected of the food control plan, and to give an appearance of a tidy efficient kitchen.</li> <li>• Ensure all surfaces are kept clean and tidy.</li> <li>• Familiarise yourself with the material handling data sheets and following the precautions/handling instructions and general use of chemicals. Use the chemicals correctly in the correct quantities for washing and cleaning.</li> </ul>
<b>Appearance, manner, work approach and Team work</b>	<ul style="list-style-type: none"> <li>• A professional approach with a cooperative disposition towards colleagues and customers.</li> <li>• Behaviour demonstrates cultural appropriateness.</li> <li>• Always wear hair cover and the uniform provided while in the kitchen and while on duty including being neat and tidy in appearance.</li> <li>• Be prompt for shift start times.</li> <li>• Ensure kiosk is up to date and authenticated in time for payroll processing.</li> <li>• Be available for additional rostered work and at short notice (casual)</li> </ul>
<b>To encourage and ensure all staff are aware and follow the Food Safety Program requirements</b>	<ul style="list-style-type: none"> <li>• Assist chefs to prepare for audits/stock takes and other general duties that aid the kitchen in being an effective workplace, and meet the requirements of the Food Control Plan.</li> </ul>
<b>Complete Chomp Digital FCP</b>	<ul style="list-style-type: none"> <li>• Sign off digital check sheets and tasks on Digital Food Control Plan software.</li> </ul>
<b>Relationships and team work</b>	<ul style="list-style-type: none"> <li>• Establish and maintain good working relationships within the team, the wider business, and with key internal and external stakeholders.</li> <li>• Role model behaviour that aligns with an ethos of excellence and enhances a positive and supportive team culture where team members help one another to develop and achieve, and act in the interests of the wider team.</li> </ul>
<b>Quality and continuous improvement</b>	<ul style="list-style-type: none"> <li>• Carry out tasks in a manner that considers and delivers a high quality and high standard of work.</li> <li>• Support a continuous improvement methodology where individual and team processes and procedures are continually reviewed and adapted to improve effectiveness, efficiency and/or accuracy.</li> </ul>

<b>Health, Safety and Wellness</b>	<ul style="list-style-type: none"> <li>• Immediately report any unsafe work conditions or equipment, or any workplace incident, injury or property damage to the Manager ensuring that the required corresponding documentation is completed (Near Miss Form, Hazard Identification Form, Incident Form etc.);</li> <li>• Participate in Hazard Identification and Risk Assessment activities where required;</li> <li>• Ensure awareness of, and abide by all safety procedures in the event of an emergency;</li> <li>• Undertake and actively participate in all safety induction processes and procedures at the commencement of employment and any relevant health and safety training thereafter;</li> <li>• Ensure awareness of, and adherence to, safe work practices, instructions and rules (including SOP's) and ensure all duties within the workplace are undertaken in a manner which ensures both individual health and safety, and that of all other workers;</li> <li>• In the event of an injury, actively and positively participate in any relevant 'Return to Work' processes;</li> <li>• Cooperate and encourage all workers to create and maintain a health and safe work environment; and</li> <li>• Ensure all activities conducted comply with Braemar Hospital health and safety policies and procedures at all times.</li> </ul>
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#### Working Relationships:

<b>Most frequent contacts (internal and external)</b>	<b>Nature or purpose of relationship</b>
Executive Chef & Sous Chef	Daily contact to discuss priorities, performance and workload etc. Direct reporting line.
Kitchen Staff	Daily contact for handover and communication.
Hospital Co-ordinators, Duty Leaders, Charge Nurses and Associate Charge Nurses	Communication in emergency protocol and requests for support around patient meal service.
Hospital Services Manager	Contact around service requests, patient complaints.

#### Qualifications, Experience, and Knowledge:

<b>Education / Qualifications:</b>	<ul style="list-style-type: none"> <li>• Food hygiene qualifications, desirable but not essential</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Some previous experience in a large catering operation or similar role is desirable.</li> </ul>
<b>Professional Skills / Knowledge:</b>	<ul style="list-style-type: none"> <li>• Basic computer and iPad skills</li> <li>• Effective communication skills</li> <li>• Strong customer service skills</li> <li>• Organised</li> </ul>

**Personal Skills**

- Cheerful disposition with a sense of fun at work
- Team player
- Initiative and drive
- Accountable / resolute
- Self-sufficient / independent
- Flexible and adaptable
- Reliable
- Committed
- Confident
- Works to personal high standards