

# Zoodoo Zoo

## Position Description

**Job Title:** Catering / Guest Attendant

**Work Location:** Guest Services Kitchen, Café,/Retail/Reception

**Division/Department:** Guest Experience

**Reports to:** Guest Sales & Service Supervisor

- Full-time  
 Part-time

### Organisational Structure:



### Position Purpose:

The Catering / Guest Attendant role predominately involves operating the zoos food kitchen and is responsible for upholding food safety compliance requirements applying the highest safety and hygiene practices at every moment. The catering attendant ensures ordering, storing and stocking for items for the preparation of a variety of basic hot and cold food items. Cleaning of kitchen is also an essential daily component of the role.

When required to work in the Guest Attendant area at the zoos reception; provides help and advice whenever they can. Answering queries and offering information, this focusses on interaction with the guests (as well as with colleagues) in a variety of methods including face-to-face, over the phone and online to maximize sales in the retail, café, experiences, and admissions.

Your daily routine will vary depending on what shift you are working including but not limited to, arranging and stocking shop displays, handling payments and bookings, cleaning, assisting functions and events. You will be expected to keep up to date with all the latest products and promotions to convey this to guests. As a 7-day

operation, there is an expectation for weekend work in accordance with Award Amusement, Entertainment & Recreation. Hosting children's birthday parties is an optional extension of this role.

## Important Functional Relationships:

### External

- Zoo visitors and guests
- Suppliers

### Internal

- Managing Director
- All Zoo staff and volunteers
- Guest Service & Sales Supervisor

## Key Result Areas:

The position of Catering Attendant/ Guest Attendant encompasses the following functions or Key Result Areas:

- Teamwork
- Sales and Service
- Following Policies & Procedures
- Communication & Liaison
- Kitchen operations and hygiene
- Food preparation
- Sustainability
- Health & Safety

The requirements in the above Key Result Areas are broadly identified below.

## Essential Duties & Responsibilities:

### **Service Leadership**

- Provide excellent customer service at the Zoo in person, on the phone, and in written communication.
- Setting standards of excellence in customer service for own team and champion these standards to all Zoo staff.
- Organize and source all ingredients needed for every item on the menu for all daily operations of kitchen prepared food items and events, in support of the Sales & Service Supervisor.
- Transport food, tables and other items needed to serve food during an event to ensure that all catering jobs move smoothly and efficiently.
- Clean and sanitise daily following policies and procedures.
- Manage other individuals, including caterers and servers that may be hired, to keep the flow in the kitchen moving smoothly and to provide food without problems.
- Greet guests on arrival and process all methods of guest inquiries and transactions within our admission, retail, bookings, and catering area.
- Consistently demonstrate a high level of guest satisfaction.
- Adopt a vibrant, knowledgeable, and efficient service with thorough product knowledge.
- Present professionally as well as promoting Zoodoo Zoo's mission at every opportunity.
- Manage your workload in order to support the function of line leaders & management by performing additional duties as required.
- You must maintain a confident and friendly manner in order to formally & informally engage guests as you go about your duties.
- maintaining a clean and well-stocked area, controlling food quality, providing an information relay service between guests and other department colleagues, cash handling integrity, use and maintain equipment and in-house record keeping.

### **Teamwork**

- ❑ Actively contribute to the promotion and implementation of the Zoos strategy.
- ❑ Providing effective advice, support and assistance to Guest Services Team as well as peers and Senior Management.
- ❑ Sharing information, ideas, and resources with Zoo team members.
- ❑ Sharing technical expertise and skills and representing Guest Services team across the Zoo through participating in relevant project teams and committees.
- ❑ Carry out responsibilities in a manner which promotes the values of the Zoo, working cooperatively and effectively with all Zoo staff.
- ❑ Share ideas and knowledge with the other Zoo staff to develop a co-operative learning environment.
- ❑ Support Guest Services Supervisor in all relevant tasks.
- ❑ Assist with training new staff, both casual and permanent, and assist with the co-ordination and mentoring of casual staff.
- ❑ You will support others on the guest service team as well as being responsible for providing advice and support to trainees & volunteers.
- ❑ Contribute to creating a positive and motivating environment for the entire Zoo team.

### **Kitchen**

- ❑ Driving Kitchen activities to meet targeted expectations for growth.
- ❑ Performing shifts including regular weekend shifts and some public holidays
- ❑ Ensuring policies and procedures on pricing and stock management is adhered to ensure appropriate profits and effective cash flow.
- ❑ Developing a network of suppliers to ensure an ongoing supply of quality products at a competitive price.
- ❑ Investigating on an ongoing basis the availability of new suppliers and products ensuring competitive pricing.
- ❑ Ensuring Kitchen is well stocked with appropriate ingredients at all times to maximise sales particularly linked to zoo events and café sales.
- ❑ Ensuring the food and displays are always presented in an engaging, attractive, tidy, and clean manner.
- ❑ Organize the kitchen and do food prep to streamline cooking and meal presentation, including washing, peeling, and cutting fruits and vegetables; mixing ingredients for dishes; and cutting and seasoning meats.
- ❑ Responsible for ensuring all areas of the kitchen, food prep, and food storage areas are clean and properly sanitized. This includes washing dishes and cooking equipment, cleaning floors, sanitizing countertops, and cutting boards, and maintain all areas to health code standards.
- ❑ Training colleagues in all aspects of kitchen operations, including providing and updating Standard Operating Procedures.
- ❑ Populating kitchen information resources such as product pricing sheets and ingredient lists.

### **Sustainability**

- ❑ Maintain an increasing focus on the procurement of environmentally and/or socially sustainable products for sale in the Zoo kitchen.
- ❑ Commitment to and delivery of the Zoo's sustainability strategy and initiatives.
- ❑ Driving a culture within the team committed to sustainability.

### **Health and Safety**

- ❑ Ensuring health and safety is discussed regularly at team meetings.
- ❑ Promoting a culture committed to the health and safety of staff, contractors, suppliers, and visitors.
- ❑ Participate in health & safety briefings, security and first aid etc. as required for meetings and functions in the Zoo venues.
- ❑ Ensuring the Standard Operating Procedures for Functions and Events are followed during both the planning and delivery of functions in Zoo venues.
- ❑ Ensuring any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager.
- ❑ Informing the General Managers about any areas of concern.
- ❑ Meeting employee responsibilities and contributing to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by Zoodoo Zoo.

## Person Specification:

### Essential

- Demonstrated experience in a customer service and food handling environment.
- Excellent communication skills – both oral and written.
- Experience in commercial kitchen environment.
- Demonstrated organisation and time management ability.
- Demonstrated effective relationship management skills.
- Able to work weekends and public holidays.
- Working with vulnerable people card or ability to acquire.

### Desirable

- Experience in a catering environment.
- Employment experience in retail, hospitality and/or guest experience roles
- Hold a current Tasmanian Drivers License.

### Key Job Competencies & Attributes

- Motivating Others - ability to motivate and empower others and create a climate in which people want to do their best.
- Problem Solving – identifies hidden problems, probes all relevant sources for answers, uses rigorous analysis, logic, and methods to solve difficult problems with effective solutions.
- Interpersonal Savvy - ability to relate well to all kinds of people and develop constructive and effective relationships.
- Drive for Results - commitment to personal and organisational growth and improvement.
- Time Management - effective and efficient use of time and ability to deliver on important priorities.

**Print Employee Name:**

**Employee signature:**

**Date:**