



CATERING ASSISTANT (CASUAL) Position Profile



Phillip Island Grand Prix Circuit

The Phillip Island Grand Prix Circuit is home to some of the world's leading motorsport series including the Australian Motorcycle Grand Prix (organised by the Australian Grand Prix Corporation) and the Superbike World Championship (organised by PISBK).

The circuit is privately hired throughout the year hosting activities including drive/ride days, vehicle testing, club sprints, media launches and public racing events.

The Phillip Island Grand Prix Circuit Visitor Centre & Go Karts is managed in house, with other tourism activities including Guided Circuit Tours, History of Motorsport Display, Slot Cars and Race Simulators.

PURPOSE OF POSITION

To assist the Catering Department in delivering high quality food and beverages to the Phillip Island Circuit and Visitor Centre, including the smooth running of the catering operations.

KEY RESPONSIBILITIES

- Work collaboratively with team members to ensure that patrons receive a high level of customer service, satisfactions and enjoyment at the venue
- Ensure proficiency in cash handling, EFTPOS use and Point of Sale systems
- Assist with the cleanliness and cleaning of catering facilities
- Maintain a knowledge of Occupational Health & Safety protocols and follow approved procedures

Key Accountabilities	
Duties & Responsibilities Catering Operations	<ul style="list-style-type: none"> • Corporate hospitality • Preparation and cooking of food if required • Provide excellent customer service • Ensure the rotation of stock • Proficiency in cash handling, EFTPOS use and Point of Sale systems • Assist with the cleanliness and cleaning of catering facilities • Barista operations if required • Operate within statutory food, health and alcohol requirements • Ensuring all food is presented to the highest possible standard • Demonstrate a friendly, professional and customer focused approach • Be well groomed and in appropriate Catering / Corporate attire • Other duties as required
Stakeholder Management	<ul style="list-style-type: none"> • Internal customer service by providing assistance and accurate information when required • Provide information to external customers as required
Develop our People	<ul style="list-style-type: none"> • Maintain positive relationships with managers, colleagues and external contacts to work effectively and facilitate achievement of departmental objectives and targets • Deal effectively with queries by presenting a professional, efficient and helpful demeanour
Environment	<ul style="list-style-type: none"> • Actively seek our opportunities to reduce the company's carbon footprint through energy savings strategies
General	<ul style="list-style-type: none"> • Possess effective verbal communication skills • Possess a high level of accountability and commitment
Safety	<ul style="list-style-type: none"> • Adhering to all safe working policies/procedures in accordance with instructions • Taking reasonable care of themselves and others who may be affected by their actions • Ensuring they are able to competently and safely perform any work they undertake and are aware of the risks and hazards associated with their work

Education, Qualifications & Experience	
Education	<ul style="list-style-type: none"> • Currently undertaking or successful completion of secondary education
Qualifications	<ul style="list-style-type: none"> • Current Food handling Certificate • Current Responsible Servicing of Alcohol (RSA) • Barista Course is desirable
Experience	<ul style="list-style-type: none"> • Must possess excellent verbal skills • Excellent time management skills • Previous experience in a customer service and / or corporate role • Previous cooking experience is desirable • Ability to work under pressure • Maintain a high standard of personal presentation • An ability to be a highly effective representative of the company at all times • Maintain a knowledge of Occupational Health & Safety protocols and follow approved procedures • Behave consistently with corporate values in all dealings with staff and internal and external customers

PIGPC Values	Key Observable Actions
Integrity	<ul style="list-style-type: none"> Honest, ethical dealings within the letter and spirit of the law.
Teamwork	<ul style="list-style-type: none"> Working towards a common goal in a collaborative, inclusive manner.
Customer Focus	<ul style="list-style-type: none"> Places the customer front of mind to deliver exceptional service
Mutual Support & Respect	<ul style="list-style-type: none"> Being available, respect for others' opinions, time, feelings and by use of appropriate language.
Trust & Openness	<ul style="list-style-type: none"> Facilitating frequent, transparent two-way communications.
Courage	<ul style="list-style-type: none"> To risk going beyond our comfort zone and to learn from our mistakes.
Fairness	<ul style="list-style-type: none"> Accepting of difference of opinion and achieving balance and equity in outcomes.
Uncompromising Standards	<ul style="list-style-type: none"> Care for health, safety and the environments as well as living and promoting our values in a culture of continuous improvement and learning.

Organisational Structure

