

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Catering Assistant

Reporting to: Catering Team Leader / Catering Manager

Classification: Level 1 kitchen attendant grade 1

Main purpose of the role

You will be part of the catering team that ensures our catering facilities are professionally run. Duties may involve various aspects of the catering provision from food preparation to pot wash, counter service and dining room preparation. Throughout the catering delivery process, you will ensure that high standards of customer service are adhered to at all times and that the guests and colleagues have a clean and safe environment in which to dine.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a commitment to looking after you and your career.

Responsibilities

Deliver high levels of food service

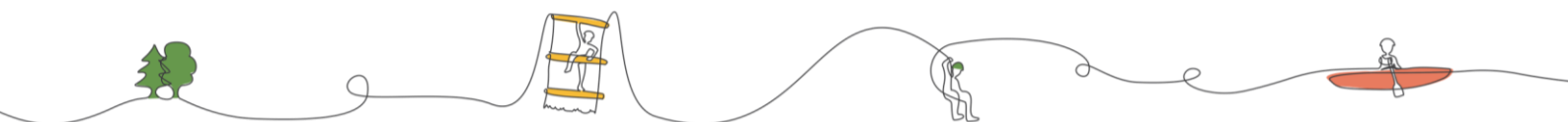
- Preparation of dining service for guests and staff
- Ensure adequate provision of condiments, cutlery and drinks before and throughout service
- Serve food
- Communicate regularly with the chefs /cooks to ensure food levels are maintained
- Maintain a high level of customer service when dealing with guests
- Food preparation (as required) ensuring agreed standards of presentation are adhered to
- Ensure the presentation of all food and drinks areas in dining room areas are maintained to a high standard and in accordance with PGL Catering Standards

Provide a high level of customer service

- Provide efficient and helpful service at all times
- Respond to customer comments and complaints in a positive and proactive manner.
- Maintain a professional image by being polite, helpful and courteous at all times

Maintain standards of cleanliness and hygiene

- Maintain an attitude and work ethic appropriate to a kitchen environment
- Carry out correct procedures regarding food hygiene as detailed in the PGL food safety manual



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- Maintain high standards of cleanliness and hygiene in all kitchen areas and equipment as well as dining service, counter service and salad bar and any other area of the dining room
- Adherence to all health safety regulations
- Adherence to correct procedures of storing, preparing, cooking and serving are followed to avoid allergenic or other cross contamination
- Operation, cleaning, sanitation and storage of all cutlery, pots and saucepans, crockery, kitchen equipment and appliances, using industrial washing machines or hand washing as appropriate
- Cleaning of walls, floors and general kitchen work spaces, working to cleaning schedule as prescribed for the area
- Cleaning of food storage areas including fridges, cool rooms and dry goods store, ensuring that principles of food hygiene are being observed
- Remove rubbish regularly; ensure that kitchen and waste areas are free of refuse.

Assist with centre specific duties associated with a residential children's activity centre

- Assist other departments as required (Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Attend any training courses as agreed with your Line Manager.
- Other duties as required by the Catering Manager and within the scope and classification of this role.

Useful Information

Our centre is transforming to better position us to support the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties and responsibilities, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Previous catering / kitchen experience		✓

Skills & Knowledge	Essential	Desirable
Ability to work as part of a team	✓	
Be punctual for work	✓	
Produce quality work which consistently meets deadlines and timeframes	✓	



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Ability to gather available information to understand factors that may influence the decision	✓	
Ability to prioritise tasks effectively to ensure priority items are completed	✓	

Personal Attributes	Essential	Desirable
Takes responsibility for the delivery of an exceptional customer experience	✓	
Communicate appropriately and effectively with others	✓	
Adopt a positive attitude to change and recognise that change is necessary	✓	
Complies with all relevant policies and procedures	✓	
Adhere to safe working practices and procedures	✓	
Demonstrate commitment and alignment to PGL values	✓	

Additional requirements	Essential	Desirable
Working with Children Check (Vic) / Blue Card (Qld)	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to support and champion our Better Beyond Adventure Environmental Social Governance strategy whilst supporting our B Corp certification.

This requires personal, departmental and company-wide level support through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be supporting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. You are required to obtain and maintain an employee Working with Children Check (Vic) / paid Blue Card (Qld) and you have



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a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 16 October 2024

