

MY ROLE

Position Title:	Cook
Worksite:	Spirit of Tasmania I & II (Devonport/Melbourne)
Department:	Retail & Hospitality
Role reports to:	Chief Cook & Manager Food Services
Reports to role:	
Authorised by:	Manager Hotel Services
Date Prepared:	September 2012
Last Revised:	July 2010
Delegation Level:	

1. General Position Overview

The Cook provides assistance to the Chief Cook and Manager, Food Services to ensure the safe, efficient and effective operation of food production/distribution to established standards. The Cook works together with the Retail & Hospitality team to ensure quality service delivery.

2. Role Environment

The position could be based on Spirit 1 or 11 and work is located in the Galley, Stores and Outlets and any other area as directed by Chief Cook and Manager Food Services. The role reports directly to Chief Cook and Manager Food Services. This role is a primary sea going role but may require shore based projects.

Key internal interactions: Master
 Shipboard Hotel Services Management and Supervisors
 Stewards and cooks

Key external interactions: Customers/passengers
 Contractors
 Compliance bodies (e.g. HACCP auditors)
 AMSA (OH&S Sea Safety auditors)
 Training providers

3. Key Responsibilities

Customer Service

- Provide appropriate and timely internal and external customer service
- Maintain knowledge of current food trends
- Maintain HACCP programme to ensure the food safety for customers
- Ensure special dietary requirements are catered for

Crew Participation

- Establish and maintain excellent communication with crew and On Board management
- Maintain appropriate work practices to ensure productive and effective teamwork
- Assist other crew with duties where required
- Provide feedback and suggestions to facilitate continuous improvement

Operational Duties

- Prepare menus in line with agreed food concept and standard recipes
- Maintain strict food safety standards under the HACCP system
- Follow standardised recipe cards for all menu items
- Maintain food quality as to the specified standard
- Ensure strict stock control and maintain appropriate levels
- Maintain procedures to minimize wastage
- Maintain HACCP programme and systems associated with it

Quality and service

- Deliver efficient, professional service at all times
- Ensure all guests requests and expectations are met where possible
- Ensure all food delivered from the galley is of a consistent high standard
- Ensure all food from galley is delivered in an acceptable time
- Monitor the quality and consistency of all food being served

4. Key Accountabilities

- Demonstrated ability to provide excellent internal and external customer service as directed by the Chief Cook and Manager Food Services.

5. Qualifications

Essential:

- Trade certificate in professional cookery or similar
- Sea safety Certificate or ability to gain qualification
- Food Handler Certificate

Desirable:

- Experience with basic computer applications
- Maritime experience
- Post trade qualifications (eg. Contemporary food production, quality assurance etc)
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6. Experience

Essential:

- Demonstrated cooking experience in a professional food production capacity, preferably in a volume based environment

Desirable:

- Post trade qualifications (eg. Contemporary food production, quality assurance etc)

7. Competencies

Essential:

- Ability to deliver excellent service to internal and external customers
- Ability to work in a team environment
- Strong communication skills Functionally numerate and literate

Desirable:

- Highly motivated to provide excellent customer service

8. Attributes

- Flexibility Highly organized with an attention to detail
- Capacity for innovation and initiative
- Ability to model TT Line values