

627 Rode Road Chermside Brisbane Queensland
 T; (07) 3139 4636 f: (07) 3139 4002
 e: tpch-foundation@health.qld.gov.au



Position Description

Position Title: Catering Supervisor	Award: Hospitality Industry (General) Award 2010 Level : 4	Team/Program Restaurant Business Unit - Breeze cafe
Reports To: <ul style="list-style-type: none"> General Manager Cafe & Catering 	Positions to liaise with <ul style="list-style-type: none"> Customers Potential customers Hospital departments Chefs & cooks Foundation office team 	Positions reporting to: <ul style="list-style-type: none"> Breeze Catering assistant
Primary Purpose of Position <ol style="list-style-type: none"> Oversight and development of TPCHF catering operation co-coordinated from Breeze café To drive up sales and repeat business of TPCHF catering service To increase net profit position on catering sales as directed by the General Manager Cafe & Catering 		
1. Increase Client base and expand catering operation <ul style="list-style-type: none"> Build a data base of clients with current contact information, payment details and special requests Generate a rapport with existing clients via regular means of contact either by phone or face to face meetings Implement a delivery strategy for targeting and retaining new business. Undertake a process for canvassing and approaching new clients to build catering operation and profitability 		
Key Areas of Position: <ol style="list-style-type: none"> Management and Co-ordination of daily Catering Activities <ul style="list-style-type: none"> Gather requested daily catering orders from email, pre-booked functions and ad-hoc requests and collectively schedule a programme of events for the day. Place orders from suppliers and liaise with Chefs, cooks and sandwich hands to produce required food and beverage requests in a timely manner. Prepare sandwiches, rolls and stipulated food requests for platter presentation and service. Prepare beverages, catering equipment and incidentals for service Supervise and direct allocated staff and assistants to efficiently assemble and deliver catering requests at pre-scheduled times As required, deliver catering orders to requested locations in The Prince Charles Hospital Campus via trolley or Delivery vehicle As required deliver catering orders to event locations via delivery vehicle in external locations within Brisbane Metro and greater Brisbane region 		

3. Financial + Administration

- Correlate and input accurate data and pricing into daily catering request forms
- Read and respond to emails in a timely and professional manner
- Keep catering information and data tidy and appropriately filed for inspection or requisition at all times
- Ensure all Client personal information is kept secure
- To process catering “on-account” invoices (daily) and send to office weekly for mail outs at end of month
- With direction from GM Cafe & Catering, to understand and subsequently to take an active role in pricing

4. Housekeeping & General

- Ensure Delivery vehicle is cleaned and sanitised at scheduled times and kept to food safe standards
- Store and maintain food preparation areas, trolleys and equipment to food safe standards at all times
- Motivate and direct staff to effectively organise and efficiently run daily activities including the use, maintaining , cleaning and storage of equipment

SCOPE OF POSITION

The PCHF Catering Supervisor will ensure the following functions are provided.

- The efficient operation of daily catering services including quality control, production and delivery is kept to a high standard meeting or exceeding customer needs
- Increase client retention, business growth and profitability of the catering service
- Effective administration processes and timely account keeping
- Leadership of the catering team by example
- Upholding of exceptional food safe standards, cleanliness and the ability to keep things well organised within the kitchen environment

Competencies/Skills/Experience

- Minimum of 4 years experience in a hospitality environment
- Track record in delivering a high standard of catering services in a similar role
- Good interpersonal skills for interacting with clients, staff and colleagues
- Sales experience or an aptitude for selling
- Strong IT capabilities and good financial acumen
- Exceptional organisational skills and an eye for detail
- Integrity with regard to food safety and cleanliness
- Ability to lead by example

Person Specifications

- Well developed organisational skills
- An eye for detail and quality
- A self starter with exceptional interpersonal skills
- High level of computer literacy
- Results orientated
- Initiative with a can do attitude

Core Values for TPCHF

- Customer focus
- Winning through team work
- Adding Value