



Second Cook Operations - Interislander

Purpose:

To provide customers with an exceptional food experience, strengthening the brand of Interislander.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk"

Dimensions:

Reports to: Chief Cook – Aratere, Kaitaki, Kaiarahi

Responsible for: N/A

Location: One of Interislander's Vessels.

Budget: N/A

Internal Contacts: Assistant and Customer Services Manager
Crew Leaders
Ship Manager
Ship Masters
General Crew

External Contacts: Domestic Customers
Commercial Customers



Key Accountabilities

Operational Performance	
• All food is prepared, cooked, presented and served in a professional manner. • All food safety requirements and procedures (as per the Interislander Administration Manual and the Interislander Food Safety Plan) are consistently applied and adhered to in food storage, handling and preparation • Assistance is provided with stores loading and transfers as required. • Food products are managed effectively and efficiently in respect of storage, stock rotation, removal and wastage. • Stock requirements are identified and communicated to the Chief Cook. • All wastage and damaged product is reported to the Chief Cook. • Equipment is securely stored and loss or damage is reported to the Chief Cook or to the CSM. • A smooth and efficient food operation is maintained by providing coverage for, and rotating between, other food areas as required. • All food production areas are set up and equipped to the required standards – equipment is securely stored and loss or damage is reported to the CSM, or their Representative • A high standard of cleaning is carried out in accordance with the specifications outlined in the Interislander Administration Manual. • Maintain open and accurate communication between all staff and departments. • Provide support to Supervisors, team mates and the Customer Services Manager. • Support a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team, Chief Cook and CSM.	
Customer Service	
• Ensure all interactions with customers supports a positive, professional image of the Interislander brand. • Staff uniform is upheld and personal presentation is consistently high. • Feedback from customers is welcomed and appropriate action is taken.	
Health and Safety	
• Maintain passenger safety and security as a priority and focus.	

• Adhere to the following policies and procedures; ◦ Interislander Safety Manual (specifically Section 11.9 – Responsibilities of Crew, SHE Policy) ◦ Interislander Safety Personal Guide ◦ Interislander Administration Manual. • Keep up to date with all safety bulletins, changes to codes and practices. • Responsible for your own safety and that of other employees, contractors within your work environment • Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within work area.
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Records Management

• Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records. • Ensure no records are altered, transferred or destroyed before the disposal date or without authorization. • All records are to be kept in the relevant filing system, including emails.

Person Profile

Essential:	Desirable:
• Previous experience dealing with customers.	

Education:

Essential:	Desirable:
• City and Guild catering qualification or equivalent tertiary cooking qualification. • Previous experience as a Cook in the hospitality industry.	• Ships' Cook letter of confirmation from Maritime New Zealand