



## 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:** Customers  
Contractors



## **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

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| <ul style="list-style-type: none"> <li>Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within work area.</li> </ul>  |
| <b>Records Management</b>   |
| <ul style="list-style-type: none"> <li>Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records.</li> <li>Ensure no records are altered, transferred or destroyed before the disposal date or without authorization.</li> <li>All records are to be kept in the relevant filing system, including emails.</li> </ul> |

**Person Profile**

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|---|-------------------|
| <b>Essential:</b>   | <b>Desirable:</b> |
| <ul style="list-style-type: none"> <li>Previous experience dealing with customers.</li> </ul> |                   |

**Education:**

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|---|--|
| <b>Essential:</b>   | <b>Desirable:</b>  |
| <ul style="list-style-type: none"> <li>City and Guild catering qualification or equivalent tertiary cooking qualification.</li> <li>Previous experience as a Cook in the hospitality industry.</li> </ul> | <ul style="list-style-type: none"> <li>Ships' Cook letter of confirmation from Maritime New Zealand</li> </ul> |