



# Position Description

## Catering and Luggage Coordinator Great Journeys New Zealand

### **Purpose:**

To support the Great Journeys New Zealand business by delivering a high level of service in a consistent and professional manner, always ensuring internal service standards and safety requirements are observed.

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:** National Operations Support Officer

**Responsible for:** Nil

**Location:** Christchurch

**Internal Contacts:** Onboard Managers  
Train Operational Leads  
Customer Hosts  
Customer Services Manager  
Customer Services Representative  
Catering and Luggage Coordinator Officer

**External Contacts:** Great Journeys New Zealand customers  
Contractors and suppliers

### **Key Accountabilities**

#### **Operational Performance**

- Compilation, loading and rotation of all stock, ensuring the catering on each train is of the specified standard, professionally presented and reflects a café style service with sufficient food and dry stock onboard to cater for the number of passengers being carried.



- Performs the role of purchasing officer, ordering and controlling stock on behalf of Great Journeys New Zealand, dealing with any necessary supplier and quality assurance issues.
- Assistance with catering planning and implementation for special charters including all Adhoc services.
- Food Safety standards, compliance requirements and food handling practices specified are understood and adhered to.
- Accurate completion of all forms and stock sheets and completion of monthly and yearly stocktakes.
- Enters information into computer systems to enable accurate records of catering performance to be measured.
- Contributes to and carries out continuous service improvements initiatives and is prepared to go the "extra mile".
- Works in other areas and within different departments as and when required.

### **Health and Safety**

- Take all practicable steps to prevent harm to self and others
- Participate in H&S and induction training as requested
- Comply with all SHW legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.
- Participate in injury management & rehabilitation processes if injured at work
- Report work-related harm, pain or discomfort immediately
- Report all hazards and accidents immediately
- Knowledge of specific controls for identified site hazard registers.
- Report any emergency and environmental incidents situations to management
- Follow all safety instructions and wear PPE as appropriate

### **Person Profile**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>▪ Proven customer service skills and a strong customer service ethic</li> <li>▪ Proven inter-personal communication ability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customer service experience</li> <li>▪ Handles pressure and difficult situations calmly and effectively and assertively, maintaining customer focus</li> </ul>



<ul style="list-style-type: none"> <li>▪ Proactive with a high level of initiative</li> <li>▪ Excellent personal presentation</li> <li>▪ Physically fit and active, with a high level of stamina and resilience</li> <li>▪ Excellent problem solving skills</li> <li>▪ Willing to work shifts including weekends and public holidays.</li> <li>▪ Computer experience</li> </ul>	<p>preserving a positive company image and always exercising sound judgement.</p> <ul style="list-style-type: none"> <li>▪ High levels of energy and commitment along with enthusiasm.</li> <li>▪ Personal commitment to continual improvement to achieve prescribed service levels.</li> </ul>
---	---

### **Education:**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• NCEA Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• Travel and tourism industry knowledge and skills.</li> </ul>

