



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

Essential:	Desirable:
▪ Proven customer service skills and a strong customer service ethic ▪ Proven inter-personal communication ability	▪ Customer service experience ▪ Handles pressure and difficult situations calmly and effectively and assertively, maintaining customer focus



▪ Proactive with a high level of initiative ▪ Excellent personal presentation ▪ Physically fit and active, with a high level of stamina and resilience ▪ Excellent problem solving skills ▪ Willing to work shifts including weekends and public holidays. ▪ Computer experience	preserving a positive company image and always exercising sound judgement. ▪ High levels of energy and commitment along with enthusiasm. ▪ Personal commitment to continual improvement to achieve prescribed service levels.
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Education:

Essential:	Desirable:
• NCEA Level 2	• Travel and tourism industry knowledge and skills.

