



Position Description

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| Position Title: Kitchen Steward | Classification: Level A |
| Faculty/School/Office: Food and Beverage Department, Campus Life | Date Position Classified/Updated: October 2024 |

Purpose of the Position:

This role is responsible for carrying out general cleaning duties within a designated kitchen or food preparation area and scullery as directed by your supervisor, including but not limited to cleaning and sanitising of all kitchen areas, rubbish removal, cardboard recycling, dishwash operation, manual pot washing and food and beverage outlet cleaning. You will also be an integral player in working as part of a cohesive team or singularly as required to deliver high standards of cleanliness and customer satisfaction.

Your professional conduct and manner will assist in ensuring the position of the Bond University Food and Beverage Department as the preferred venue for students and guests to enjoy quality food and service in clean, pleasant and safe surroundings. You will ensure that you work within all guidelines, policies and procedures at Bond University in regard to State and Federal legislation for WH&S, health, hygiene and company policies.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role within the Food and Beverage Department, Bond University. You may at times be required to work at other tasks and areas as directed by the Kitchen Steward Supervisor, Food and Beverage Supervisor, Executive Chef and General Manager, Hospitality Services.

Reporting Relationship:

This position reports to the Kitchen Steward Supervisor. This position has no direct reports.



Selection Criteria:

- Previous stewarding or cleaning experience in a high volume environment.
- Demonstrate superior customer service and communication skills.
- Proven ability to work well in a team and communicate effectively with other kitchen staff.
- Strong time management skills and ability to manage multiple tasks under pressure.

Desirable Criteria:

- Working knowledge of Federal, State and local regulations for Workplace Health and Safety.
- Understanding of Hazard Analysis Critical Control Point (HACCP) and its application to the workplace

| Competency | Responsibility |
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| Guest and Service Standards | <ul style="list-style-type: none">• Ensure you deliver exceptional service that is timely, efficient, and friendly and meets the guests (internal and external) needs at all times.• Recognise situations and potential problems, which may become difficult and report immediately to your supervisor aiming for minimal guest dissatisfaction• Ensure all interactions with employees and guests are friendly, professional and courteous in accordance with the Bond University Conference Centre principles of customer service• Utilise strong time management skills to provide consistency and excellence in cleanliness and food preparation to contribute to exceptional guest experiences• Provide friendly, professional and courteous responses to telephone calls in accordance with the Conference Centre standards |
| Communication | <ul style="list-style-type: none">• Provide clear and effective communication within the team• Adherence to policies and procedures applying to the workplace and department specifics.• Use interpersonal skills to foster teamwork and collaboration |
| Operational Performance and Development | <ul style="list-style-type: none">• Proactively report all maintenance needs and incidents to relevant departments and managers to ensure minimal disruption to operations• Identify and communicate potential hazards or safety concerns that may affect the guests or staff, escalating issues to supervisors for prompt action.• Maintain and uphold the highest standards of cleanliness and hygiene for all facilities and equipment, ensuring compliance with company and regulatory standards.• Report workplace issues or inefficiencies to management, facilitating timely resolution and continuous improvement• Ensure proactive communication with supervisors or managers regarding task completion, contributing to streamlined operations and effective resource allocation.• Apply and adhere to workplace, health and safety practices and policies, fostering a safe and compliance work environment.• Respond efficiently to emergency situations and special circumstances involving equipment, staff and guests, maintaining operational continuity• Follow all company policies relating to safety, service, cleanliness, efficiency, and presentation, contributing to the overall performance and development of the department• Ensure consistent adherence to Food and Beverage handling procedures, maintaining service standards, quality and accuracy in all operational processes. |

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| | <ul style="list-style-type: none"> Perform “hands on” manual tasks daily, ensuring that operational goals are met efficiently and in accordance with pre-established performance standards. |
| Financial Management | <ul style="list-style-type: none"> Accurately complete and submit timesheets in a timely manner, ensuring all hours are properly recorded and countersigned by a supervisor to maintain financial accountability. Regularly review your work roster, ensuring you stay informed of any schedule changes to maintain alignment with labour management and operational needs Monitor and manage the usage of cleaning chemicals and other resources to minimise waste and contribute to cost-effective operations. Actively identify and propose cost-saving initiatives or process improvements to reduce time inefficiencies or operational expenses. |
| Team Collaboration and Leadership | <ul style="list-style-type: none"> Report any staff grievances or complaints promptly to the manager for appropriate resolution, ensuring a positive and productive work environment. Support team members by fostering a collaborative environment, offering guidance and assistance where needed to improve team performance. Demonstrate strong interpersonal skills that promote teamwork and effective communication among kitchen staff. Provide informal leadership by setting a positive example, motivating colleagues to maintain high standards in the following areas: <ul style="list-style-type: none"> Guest service: Assist in ensuring prompt and courteous service by supporting the kitchen team's efforts in delivering quality. Health, safety, and cleanliness: Encourage adherence to hygiene and safety protocols, contributing to a clean and hazard-free workplace. Product knowledge: Share insights and knowledge about food handling, storage, and preparation to enhance operational efficiency. Equipment use and care: Promote proper usage and maintenance of kitchen equipment to ensure longevity and efficiency. |
| Personal Development | <ul style="list-style-type: none"> Complete all Bond University Food and Beverage division training courses relevant for the position. |
| Understanding of Quality Assurance | <ul style="list-style-type: none"> Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. |
| Understanding of Cultural Sensitivity | <ul style="list-style-type: none"> Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. |
| Understanding of WHS Responsibilities | <ul style="list-style-type: none"> Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. |

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| | <ul style="list-style-type: none">• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable). |
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Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

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