



E.F.Hope Pty Ltd trading as Rory's School Lunches

ABN: 40101278273

Shop 5, 232 Grenfell Road Surrey Downs SA 5126

Job Description

Position

School Canteen Operator

The School Canteen Operator is responsible to the Canteen Operations Manager.

Award

Fast Food Award MA000003

Hours

1. The majority of the School Canteen Operators hours will be between 8am and 2pm Monday to Friday, and will exclude school holidays.
2. Occasionally you may be required outside of these hours, however Rory's School Lunches will give you notice if this is required.

Uniforms

1. Canteen Operators are required to wear a Rory's School Lunches' top from our range provided using our preferred uniform supplier. Uniforms purchase costs and laundering costs of uniform are the employee's responsibility.
2. Canteen Operators are required to wear full length black pants or a black skirt. Pants and skirts are to be of a professional or business standard. Leggings are not acceptable.
3. Canteen Operators must wear black, non-slip, enclosed shoes at all times when on any Rory's School Lunches site.

Rostered Hours and Rostered Site

1. Rosters are emailed the week prior to your rostered shifts. Shifts are generally rostered Monday to Friday. If there are any problems or concerns with any of your rostered shifts you must notify the Operations Manager straight away by phone.
2. You may be required to work at more than one site during the week. This will be indicated on the roster if this is required. At times you may be required at more than one site during the same day, this will also be indicated on the roster.
3. You may be required at times to return banking, invoices or stock to the Operations Kitchen at Surrey Downs. When this is required you will be compensated for your time. This can be discussed with the Canteen Operations Manager.

/ Attribute



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Overview of Tasks Required

1. Opening and Closing of School Canteen which will include;
 - 1.1 Turning on and setting up equipment.
 - 1.2 Ensure the workplace is cleaned and sanitized prior to food prep being done.
 - 1.3 Turning off equipment at the end of the day.
 - 1.4 Ensuring site has been cleaned and rubbish removed at the end of each day.

2. Preparing Food items for sale which will include the following;
 - 2.1 Following Rory's School Lunches Product Standard guides at all times.
 - 2.2 Ensure all stock is fresh and within its use by date when served
 - 2.3 Ensure all food items are served and held within the appropriate safe serving temperature guidelines.

3. Daily ordering and food levels are maintained which include;
 - 3.1 Ordering daily or as necessary from the Rory's School Lunches suppliers.
 - 3.2 Maintaining levels as necessary and raising or lowering stock levels according to sales.
 - 3.3 Food Stock takes are completed at the end of each month and are done with accuracy.

4. Point of Sale Displays are well stocked which will include;
 - 4.1 Full product range is available at all times.
 - 4.2 Displays are well stocked using the 'first in first out' rule.
 - 4.3 Product Labels are facing the same way and product placement guides are followed.

5. Administration work is completed at the end of each day, which will include;
 - 5.1 Cash and Eftpos has been counted and reconciled and is ready to bank.
 - 5.2 Daily wastage has been recorded.
 - 5.3 Daily checklists, level charts including any other required paperwork is completed.
 - 5.4 Being a part of the Bi-monthly Canteen Auditing process.

6. Canteen cleanliness and OHS guidelines are followed at all times including;
 - 6.1 The canteen should be sanitary at all times, with a high focus of food prep surfaces.
 - 5.2 Mess should be cleaned throughout the day.
 - 6.3 Food is put away or refrigerated if necessary straight after being used.
 - 6.4 Floors should be free from rubbish at all times.
 - 6.5 All other OHS guidelines and safe practices are used at all times.
7. Serving customers which will include;
 - 7.1 Ensure customer are served promptly and professionally at all times.
 - 7.2 Develop and maintain good relationships with customers including the school community as a whole.
 - 7.3 Communicating any needs or requirements of the school or the canteen to management.



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Key Performance Indicators

Rory's School Lunches use Key Performance Indicators (KPI's) to gauge and assess both operating sites and individual canteen staff. Our KPI's focus on the following;

1. Sales - Sales are measured by Sales per Student per day. It is expected that sites average \$1.10 per student per day.
2. Food Costs – Food Costs are expected to be at or below 34%
3. Labour Costs- Labour Costs are expected to be at or below 23%.
4. Gross Profit - Gross Profit is expected to be a minimum of 25%.
5. Audit Scores - Formal 5 Star Audits are conducted Bi-monthly. Audits cover the canteen operating site as a whole. Operators are expected to achieve an audit score of above 90% (4 Stars), with the Food Safety aspect of the audit at 100% (5 Stars).

See attached KPI sheet –

Performance Reviews

1. All Canteens Operators will have personal performance review at a minimum of every 12 months. Rory's School Lunches may wish to increase these reviews if they feel it is necessary.
2. Canteen Operation Reviews will also be done. These intervals of these reviews will be determined by Management, however these will generally be done bi-monthly.
3. Canteen Operators will be required to meet formally for both personal performance and Operations reviews. These meeting time may fall outside of the normal canteen operating times and may be conducted off site.