

The West Australian Great WA Bike Ride | Volunteer Job Description

Team	Catering Campsite
Operating hours	Breakfast 6:00am – 8:00am (7:00am – 9:00am on Rest Days) & Dinner 5:00pm – 8:00pm
Daily working hours	Breakfast 4:30am – 8:30am Dinner 4:30pm – 8:30pm (shift and team dependant) Volunteers will also be rostered on for one lunch to serve Volunteer, staff and contractor lunches. Tea and Coffee times dependant on set up of unit – usually 3:00pm – 10:00pm – rostered basis. Full time up to 8 hours per day, Riding Volunteers up to 4 hours per day Team meetings are held each night ½ hours before service to explain menu and portion size.
Rest Day hours	Breakfast 6:30am – 8:30am Dinner 4:30pm – 8:30pm

The Challenge

The delivery of a safe, hygienic and efficient catering service (meals and tea/coffee) to the ride participants, and to carry out duties under the guidance of the team leader in a friendly, welcoming manner. All without peeling one potato or washing one bowl!

Team Outline	
Team purpose (outcomes)	<ul style="list-style-type: none"> To provide Ride Participants with friendly and hygienic meal service
How the team gets the job done (actions)	<ul style="list-style-type: none"> Setting up the Catering area to ensure smooth Ride participant flow during meal service To serve Ride participants prepared meals/food in a friendly, hygienic and efficient way in line with food handling regulations and as directed by your team leader and chefs (make it fun – sing a song or two, get into the themes for the evening!) During and after meal service, clear tables and service area. Ensure the food service area remains clean and presentable by tidying as you go, cleaning up any spills etc Washing food preparation equipment Report any unsafe or broken equipment or practices to your team leader Ensure you present for your shift in a hygienic manner – wash your hands at the start of each service, after breaks and visiting toilet etc To assist in the clean up and pack up of the Catering area to move to the next campsite Bar-coding Team – ensure computer and scanning equipment is connected and working prior to meal service, scan all Ride participants before they enter food service area to collect their meal. Communicate any messages for Ride Participants via the scanning equipment. Bar coding team ensure no one enters meal service area again until/if second serves are called. Bar Coding team provide catering team leader and Chef statistics on numbers

	<p>of meals served.</p> <ul style="list-style-type: none"> • Tea and coffee Team responsibilities include setting up and packing up drink stations. During operation, tea and coffee area requires supervision to re-stock milk, tea, coffee, Milo etc And to ensure units are operating in a safe and efficient manner. Ride participants can also be educated in the process to keep area clean and safe.
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Team Characteristics	
Team Size	Large up to 100 – broken into smaller groups for bar-coding, serving, tea/coffee etc. Bar-coding - 10, tea/coffee – 8, Back of house – 12 Front of house – including servers -70
Physical work	Some lifting (food boxes, set up and pack down of catering area)
Customer contact	Customer Service focus, minimal behind the scenes role
Sitting / Standing	Mostly on your feet
Outdoor exposure	Mostly undercover
Location	On Campsite in Catering Marquee or tea/coffee tent
Riding Volunteers	Team can have up to 12 rid vols
Qualifications	Food handling an advantage. Bar-coding team – some computer skills an advantage.
Cash handling	None
Equipment loaned <i>(need to return at end of Ride)</i>	Bar-coding Team – prior to each meal service shift, bar coding team collect the equipment and laptop from Headquarters and set up –ensure equipment is working prior to service. Return to Headquarters after service Other teams - none
Equipment supplied	Yes, at every meal service disposable gloves, apron and hair net for hygiene and food safety reasons.
First day duties	Assist with information team at Start site or assist in set up of Catering, food Service in PM
Last day duties	Assist with Finish Team – marshalling at finish line, bike box collection, information and transport assistance.
Required start and end date	Start the day before official start day and finish on the last day after riders have finished