

Terms of Reference

JOB TITLE/POSITION	:	Flight Handling Assistant-III
DEPARTMENT/SECTION	:	Catering & Duty-Free Section
PLACE OF POSTING	:	Paro
REPORTS TO	:	Head, Flight Handling Unit

FUNCTIONS AND RESPONSIBILITIES

a) Accountability:

Flight Handling Assistants are accountable for:

1. Following basic food handling, hygiene, and sanitation requirements at all times.
2. Performing assigned duties responsibly with teamwork, cooperation, and professionalism.
3. Maintaining safety, accuracy, and attention to detail during all operational activities.
4. Reporting for duty as per assigned shifts and performing tasks efficiently in time-critical operational environments.

b) Authority:

Flight Handling Assistants are authorized to:

1. Perform catering handling, loading, unloading, and setting activities as assigned by the Supervisor.
2. Access designated operational, packing, and setting areas strictly for official duties while wearing required personal protective equipment (PPE).

Immediately report any safety, security, hygiene, or operational irregularities to the Supervisor on duty for corrective action.

C) Responsibilities (Obligations):

1. Load and unload catering meals, carts, ovens, and equipment with due care and in accordance with approved SOPs.
2. Assist in setting meal trays, snack boxes, and drink carts as per flight load and service requirements.
3. Count, verify, and receive catering items from the kitchen or bakery against requisitions and report discrepancies.
4. Clean, sort, and dispatch used carts and equipment for dishwashing in a timely and hygienic manner.

5. Report any equipment damage, shortages, or discrepancies immediately to the Supervisor.
6. Place cleaned crockery, cutlery, and carts in designated storage areas in an orderly manner.
7. Maintain cleanliness and hygiene in packing, setting, and handling areas at all times.
8. Wear mandatory PPE and strictly adhere to food safety and hygiene practices during operations.
9. Assist Supervisors during High-Lift operations and aircraft loading and unloading activities.
10. Ensure restricted and secure areas are accessed only by authorized personnel.
11. Comply with all applicable food safety, hygiene, aviation security, and ISO standards.