

## **JOB DESCRIPTION – Schedule B**

<b><u>Position:</u></b>	Food & Beverage Duty Manager
<b><u>Location:</u></b>	Skyline Rotorua
<b><u>Responsible to:</u></b>	F&B Manager / Restaurant & Bar Manager
<b><u>Responsible for:</u></b>	All F&B Attendants

### **Basic Job Objective:**

To assist the F&B Manager/Café Manager in the profitable operation and effective management of all Food and Beverage operations, within budget objectives and ensuring the highest standards of customer care and staff satisfaction.

### **Functional Relationship:**

**Internally** – With the Food & Beverage Manager, Cost Control & Procurement Manager, Restaurant & Bar Manager, Café Manager, Cleaners, Kitchen Staff, Other Duty Managers, all Heads of Department and Luge and Gondola Operators.

**Externally** – As required with tour operators, PCO's, contractors and the public

### **Key Accountabilities and Key tasks:**

Achievement of the job objectives will involve the following key tasks,

1. The Food & Beverage Duty Manager will be responsible for managing the quality of service, product and the highest standard of customer service to Café, Restaurant, functions and Bar customers at all times.

### **Key Tasks**

- (a) To ensure beverage service is maintained to high professional standards and all regulations regarding the Sale of Liquor Act are adhered to
- (b) To assist in setting standards of product and service quality, monitor output and analyse guest satisfaction levels.
- (c) Ensure all customers' inquiries and concerns are responded to promptly and appropriately.
- (d) To ensure a culture of continuous improvements is maintained and that the staff, further improve standards of product, quality and guest service.
- (e) To ensure appropriate staffing levels are maintained to provide the highest standard of customer service within budgeted guidelines.
- (f) To ensure all Skyline Gondola Restaurant & Luge personnel are appropriately attired and presented at all times.

2. The Food & Beverage Duty Manager will be responsible in conjunction with the Restaurant & Bar manager, Café Manager for the achievement of financial targets and action business plan objectives.

#### **Key Tasks**

- (a) To ensure effective monitoring, stock control and reporting systems are in place to provide immediate feedback on operational issues, stock variances and inventory.
  - (b) To provide guidance/training and operational recommendations within the department that assist the achievement of business goals and budgets
  - (c) To ensure operational initiatives are identified and implemented to rectify inefficiencies in Food & Beverage systems that may impact on profitability.
  - (d) Maintain a working knowledge of budgeted and forecasted operational revenues and costs
  - (e) Participate in forecasting of and managing wage costs.
3. The Food & Beverage Duty Manager will be responsible in conjunction with the Restaurant & Bar manager/ Café Manager for all aspects of Café, Restaurant and Beverage staff management

#### **Key Tasks**

- (a) To assist the relevant outlet manager to recruit new staff as appropriate to business demands, seasonality and budgeted guidelines.
  - (b) To comply with Company policy relating to recruitment, induction and associated staffing matters.
  - (c) To monitor and manager staff performance, undertake reviews and ensure development needs are identified and addressed.
  - (d) To monitor staff performance and undertake performance reviews as required.
  - (e) To provide on-the-job training, product training and identify personal/skill development needs of staff.
  - (f) To monitor and reinforce excellence in guest service standards.
  - (g) To immediately advise the relevant outlet manager of any staffing issues that may result in disciplinary action.
  - (h) To maintain high levels of staff satisfaction by providing a clear sense of direction, a leadership style that generates motivation, enthusiasm and commitment to the company's vision and objectives.
  - (i) To ensure all personnel records remain up to date on an ongoing basis.
4. The Food & Beverage Duty Manager will be responsible for maintaining effective communication within the team and with guests/suppliers as appropriate.

#### **Key Tasks**

- (a) To maintain effective communication through active involvement with staff, an approachable communication style and accurate and timely reporting systems.

- (b) To assist departments HOD's in co-ordinating the exchange and sharing of staff and equipment and to facilitate a co-operative internal environment.
  - (c) To ensure accurate and timely information is available on operational issues.
5. The Food & Beverage Duty Manager will be responsible for maintaining the highest standards of security relating to all aspects of the Café, Restaurant, Bar, Redwoods and functions.

**Key Tasks**

- (a) To ensure the correct procedure is utilised for processing all Buffet Restaurant ticket sales.
  - (b) To ensure each till balance reflects a true and accurate record of relevant transactions.
  - (c) To ensure all stock, cutlery, crockery and equipment is secured as appropriate.
6. The Food & Beverage Duty Manager will be responsible for effective Management of all aspects of Health and Safety pertaining to both customers and staff alike.

**Key Tasks**

- (a) To ensure accidents and injuries are immediately attended to utilising procedural guidelines.
  - (b) To ensure accident injuries and near misses are accurately recorded utilising procedural guidelines.
  - (c) To monitor and maintain health and safety systems and regularly review hazard management procedures and actively promote safe workplace practices.
  - (d) To ensure all Skyline Gondola Restaurant & Luge customers and staff are evacuated to the designated assembly point utilising procedural guidelines in the event of a fire alarm evacuation.
7. The Food & Beverage Duty Manager will adopt a hands-on approach to assist Café, Restaurant, Beverage and functions staff to complete workload as may be required.

**Key Tasks**

- (a) To provide "hands on" leadership and support to all staff and to ensure customers receive the highest standard of service.
8. Ensuring delivery of service that support Skyline's sustainability goals by:

**Key Tasks**

- (a) Ensuring recycling and waste management practices are carried out where possible.
- (b) Maintaining your work area to an environmentally acceptable standard.
- (c) Making suggestions for environmental sustainability improvements.

## **LIVING OUR VALUES**

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

## **General**

Any other duties which may be related to and consistent with the above job description as directed by the Manager.

Maintain a public image which is compatible with the highest standards at all times whilst on the premises.

Maintain a current Full New Zealand drivers licence to enable to assist in daily operation and in case of emergency.

Seek to improve skills and competencies through training and personal development initiatives.

Ensure all aspects of the company's mission statement are upheld.

Ensure full confidentiality is maintained at all times.

**I accept the job description for the position of Food & Beverage Duty Manager.**

Name: \_\_\_\_\_

Date: \_\_\_\_\_