

JOB DESCRIPTION – Schedule B

<u>Position:</u>	Food and Beverage Attendant
<u>Location:</u>	Skyline Rotorua
<u>Department:</u>	Food and Beverage
<u>Responsible:</u>	Food and Beverage Manager / Assistant F&B Manager and Supervisors.

Key Tasks

- To ensure the needs of the guests are given priority over all other activities providing the highest level of quality customer service at all times.
- To ensure quality wine/food service is maintained to a high professional standard at all times and to have the required product knowledge.
- To ensure that all daily duties are carried out as specified and the restaurant is ready for service at the required times.
- To assist Skyline Rotorua to achieve budgeted profitability on all areas of the operation, e.g. To promote other areas of our operation.
- To maintain all standards of Safety, Hygiene, Sale of Liquor Act 1989 and administration to all applicable legislation levels.
- To promote a personal image of excellent grooming skills and product knowledge.

Main Duties and Responsibilities:

1. Responsible for quality guest service within the food and beverage operation at all times when on duty.
2. To operate the café, restaurant, redwoods and bar within guidelines relative to the sequence of service at highly professional and motivated level.
3. To ensure fire, hygiene, safety and The Sales of Liquor Act 1989 requirements are attained to the highest level.
4. To maintain and promote the standards of acceptable behavior at all times.
5. To ensure adequate security awareness at all food and beverage service outlets are maintained to the highest level.
6. To assist in any other areas as and when directed by the Duty Manager or direct supervisor
7. Responsible for the hygiene and cleanliness of designated food and beverage service areas and subsidiary areas.

8. Prepare the café, restaurant, redwoods and bar for service, maintain stock levels, cleaning and end of service duties.
9. Reset the restaurant as directed
10. Deal quickly and correctly with any guest complaint within established guidelines listed in induction process.
11. To ensure competent cash, cheque, credit card handling procedures are strictly adhered to (When assigned as cashier you are responsible for the operation of cash tills)
12. To comply with all established workplace Health and Safety policies.
 - (a) To be responsible for meeting and promoting established Health and Safety policies and practices.
 - (b) To be responsible for the completion of approved workplace Health and Safety documentation.
13. Ensuring delivery of service that support Skyline's sustainability goals by:
 - (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

Key Competencies

- A 'Can Do' attitude
- Must have excellent communication skills
- The ability to work well within a busy high pressure environment
- Able to follow procedures
- Can work as part of a close knit team in a high demand environment
- Can work unsupervised and efficiently
- Punctual and professional

General

Any other duties which are related to and consistent with the above Job Description as directed by the Duty Manager, Food and Beverage Manager, Assistant Food and Beverage Manager, Food and Beverage Supervisors or Food and Beverage Team Leaders.

Attend staff training, induction and other professional development as directed.

Ensure total confidentiality is maintained at all times.

I accept the job description for the position of Food and Beverage Attendant.

Name: _____ Date: _____