

## Barista – Food & Beverage



### Mt Ruapehu Position Description

**Business Area:** Food and Beverage

**Location:** Whakapapa or Turoa Ski Area

**Position Term:** Whakapapa Ski Field June – October & Turoa Ski Field July – October

**Salary:** Entry level \$16.50 per hour but negotiable on experience

**Reports to:** Food and Beverage Team Leader

**Interview dates:** March & April

### Position Purpose

To provide an exceptional level of customer service and product in the Food & Beverage areas of the operation at Ruapehu

Alpine Lifts, including front of house, back of house, cleaning and stores.

### Operational

- Produce great quality coffees and other hot beverages.
- Provide an efficient, polite, friendly and professional service to all customers.
- Apply knowledge of hygiene and safety in storage of food in accordance with relevant legislation.
- Ensure goods are stored, ordered and receipted correctly and in the appropriate location.
- Ensure areas are prepared, cleared and maintained for food preparation and storage in accordance with departmental and industry guidelines.
- Ensure quality standards are maintained with food and drink presentation, preparation and content.
- Assist in the transportation of café product, goods and equipment, using appropriate transportation methods.
- Ensure all rubbish and recycling is removed from storage locations to disposal areas and distributed correctly.
- If cleaning ensure all work areas, toilet facilities, staff rooms and staff accommodation are clean, tidy, maintained
- and ready for service and all tasks are completed with the appropriate products and equipment.
- Provide up-to-date and accurate information to the public on products and prices, Mount Ruapehu Ski Areas and the local area as required.
- Ensure all tasks have been completed thoroughly and within set timeframes and that quality standards are maintained at a high level.
- Ensure all administrative tasks are completed accurately, neatly and within set timeframes.
- Perform all duties in a safe and efficient manner.
- Competently operate the appropriate equipment within the department as required.
- Deal with complaints, compliments and suggestions in helpful and empathetic manner as required.
- Provide assistance to your fellow team members at all times.
- Attend and participate in weekly staff meetings and any scheduled full departmental or company staff meetings.
- Carry out any other duties as required by the Supervisors and/or Team Leader, including assisting other departments as required.
- Actively foster a service-focused culture within the company.
- Qualifications and Experience Skills and Knowledge
- Excellent Barista skill essential
- Relevant certifications are desirable
- Ability to handle a number of critical tasks at one time.
- Thorough knowledge of customer service principles which translates to exceptional customer service.
- Ability to apply appropriate interpersonal styles within a team.
- Ability to share technical information with other technical or non-technical people in a manner that is quickly understandable.