

## **Attendant – Food & Beverage (Café)**

### **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**

- 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, Attributes, and Experience Skills and Knowledge
- 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.