**

**JOB DESCRIPTION**

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##### POSITION TITLE: Café Staff & Kitchen Hand

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Milford Sound**

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**Position Objectives**

Assist in day-to-day operations at Discover Milford Information Centre this includes;

* Serving patrons
* Assisting in food preparation
* Assisting with stores
* Stock maintenance and rotation
* Clearing and cleaning tables and dishes
* Cleaning the toilets and ensuring they are clean throughout the day
* Maintaining equipment, providing tourist information
* Assisting with sales when required and processing bookings.
* Assisting in the kitchen with food preparation
* Assisting on the boats as required

**Reporting Responsibility**

* This position reports to the Café Manager or in their absence the Cafe Team Leader.

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| **Key Duties**  | **Outcomes**  |
| 1.1 Health & Safety  | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| Serving patrons. | * Optimal quality of experience for patrons, done efficiently and friendly, achieve common sales and budget targets,
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| Food preparation: assist with kitchen staff in the preparation of both hot and cold food as required. | * High quality food preparation and presentation.
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| Food Hygiene: Follow food handling and storage policies, to HACCP standard. | * Maintain high food hygiene standards.
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| Stores | * Assist with stores deliveries and keeping stores area clean and tidy
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| Stock rotation. | * Maintain fresh stock at optimum temperature and volume.
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| In consultation with Café Supervisor/F and B Coordinator ensure sufficient resources to meet customer demand through busy and quite times. | * Ensure that stock levels are appropriate for maintaining good stock levels at an optimum level of freshness, with minimum wastage.
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| Complete daily cleaning duties this covers vacuum cleaning, windows, tables, and men’s /ladies toilets. | * Ensure that the premises are maintained to a level of superior cleanliness for maximum customer and staff satisfaction, safety and hygiene, and appearance.
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| Complete cleaning/maintenance schedule for café/bar/kitchen equipment and fixtures. | * Ensure that equipment is maintained for maximum life of equipment, optimal performance, and high hygiene and safety standards.
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| Optimal customer satisfaction and maximum sales | * Providing tourist information about our partners, selling our various product available in Milford and passing on activities available in Queenstown and Te Anau.
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| Legal compliance | * The cafe must meet compliance with The Sale of Liquor Act 1989 including The Sale of Liquor Act Amendment Act 1999 and any other relevant regulations relating to the sale and supply of liquor.
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| Boat Host Duties | * Assisting on the boats as required with food preparation, hospitality and cleaning as required.
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Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Key relationships:**

**Internal**

* Cafe Team leader – perform requested tasks efficiently and to a high standard.
* Other Café and sales desk staff – maintain a good working relationship with all Sothern Discoveries staff.

**External**

* Customers – serve in a welcoming, friendly, efficient manner. Source of information of activities available in Milford for the visitor. Has a good knowledge of the flora and fauna that exists in the region.
* With Duty Manager at terminal.
* With suppliers and delivery companies.

**Qualifications and Experience**

**Essential**

* Good communication skills.
* Ability to work under direction and without supervision.
* Ability to work as a proactive and supportive team member.
* A sound knowledge of Milford and the surrounding park, and the various activities available.

**Desirable**

* Previous experience in hospitality including coffee making skills
* Food handling/hygiene certificate.
* Previous experience providing tourist information and making bookings.
* Current First Aid Certificate.
* NZ class 1 driver’s license.

**I have read and understood this position description (please initial each page as acknowledgement)**

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

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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