**

**JOB DESCRIPTION**

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##### POSITION TITLE: Café and Ticketing Sales/Check in Staff

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Milford Sound**

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**Position Objectives**

* Work in the café as floor staff
* Providing a high and safe standard of service to all clients of Southern Discoveries at all times
* Working at the visitor terminal, checking in guests and providing general customer service
* Serving guests
* Food preparation, barista, stock maintenance and rotation
* Providing tourist information and workplace and passenger safety.

**Position Mission**

* To assist in the operation of Discover Milford Information Centre as a quality food and beverage outlet
* Providing a clean and friendly environment for guests where superior food and drinks are dispensed
* Ensuring that it is a safe, dynamic and enjoyable environment for all staff.
* Work on rostered shift at the Visitor Information Centre

**Reporting Responsibility**

This position immediately reports to Cafe Manager and Café/Ticketing Supervisor.

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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. * Where required, train Health & Safety matters including effective use of equipment/chemicals in accordance with manufacturers’ instructions. * Where required, train staff in procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation * Be proactive in ensuring all operating procedures are adhered to including identifying and acting upon any new hazards or risks. * Suggest improvements and encourage staff participation in Health & Safety * Attend, participate, and if required, lead departmental Health & Safety meetings * Assist passengers in case of emergency, and be observant of guests to ensure general safety |
| **1.2 Sales and check in** | * Maximises sales at ticketing desk. * Ability to capture sales * Check in guests in a timely and professional manner using the reservations system |
| **1.3 Customer Service** | * Provide excellent customer service at all time, including responding to queries |
| **1.4 Stock Control.** | * Maintain appropriate stock levels at an optimum level with minimum wastage. * Assist with stores deliver and organisation |
| **1.7 Cafe Duties/Barista.** | * Work as café floor staff, ensuring high quality food and coffee preparation and presentation, and excellent customer service |
| **1.8 Food Hygiene: Follow food handling and storage policies, to HACCP standard.** | * Maintain high food hygiene standards and level cleanliness through the café. |
| **1.9 Boat Host** | * Assist as a Boat Host as required |
| **1.10 Daily and periodic cleaning.** | * Ensure that the ticketing desk is maintained to a level of cleanliness for maximum customer and staff satisfaction, safety and hygiene, and attractive appearance. |
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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 Manager – perform requested tasks efficiently and to a high standard. Provide feedback regarding operations and other team members.
* Cafe and Ticketing Supervisor- perform requested tasks efficiently and to a high standard.
* Southern Discoveries Office Team – liaise regularly and work closely. Maintain a good working relationship.
* Sales Staff – regular consultation to ensure staff are fulfilling their role as outlined in their job description, and to fulfil the position mission for this position. Maintain a good working relationship.

**External**

* Patrons – serve in a friendly, efficient manner.
* Tourism Agents – liaise in a manner that reflects well on Southern Discoveries.
* Milford Sound Agents - liaise regularly and work closely. Maintain a good working relationship.

**Qualifications and Experience:**

**Essential**

* Excellent customer service skills
* Ability to work both under direction and without supervision.
* Ability to work as a team member.
* Cafe experience
* Well-presented with good spoken English skills
* Motivated
* Comfortable living in a remote environment
* Attention to detail

**Desirable**

* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate.
* NZ class 1 driver’s licence.

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

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

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

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