



Position Description

Job Title: Café/Bar Sales & Service – Operational Support

Reports to: Café Supervisor

Location: Kawarau Bungy Centre

Purpose of Role:

The Cafe Assistant, in conjunction with the Café Supervisor, is responsible for supporting the daily running of the Kawarau Café & the Bungy Bar – Liquid Courage, ensuring that daily takings are maximized, the Café & bar are well presented, stock is well managed, customers are happy & the host responsibility processes are being followed.

Additional Responsibilities

From time to time you may be required to assist within other areas of the business from your core role, such as Photo & Video Operator, Junior Activity Operator or Retail Assistant to enable business continuity. Further detail on the requirements of these roles can be found in the full position descriptions.

Reporting Relationships:

Cross reporting will be a daily requirement for all AJHBNZ crew

Functional Relationships:

- Queenstown Sites Manager
- Frontline Head of Department
- Café Supervisor
- Site Controller
- Activity Controller

Working Relationships:

- Sales & Service Crew
- Operational Crew
- Transport Crew
- S&M team
- P&V Crew
- Contractors/Site visitors

Key Accountabilities:

Health & Safety

Responsibilities include:

- Have full understanding of & adhere to all H&S policies, ERP's, SOP's, FCP's, Food Control Plan, procedures & regulations
- Ensure AJHBNZ H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses
- Demonstrate comprehensive understanding of all Kitchen tasks, manuals, systems & procedures
- Ensure safety of all Cafe Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues
- Participate in the development of a safe & healthy workplace
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Maintain all areas of Kitchen & Cafe in a clean, safe & presentable manner
- Demonstrate responsible & correct use of PPE

Key performance indicators:

- *Demonstrates responsibility for the overall safety of the Café Crew & visitors & registers hazards as they arise*
- *Kitchen & Cafe are run as per the AJHBNZ H&S Policy Statement, Food Control Plan & standards are consistently & accurately met, in line with SOPs*
- *H&S policies are followed; issues are reported & dealt with in a timely manner & CS is kept aware of any compliance irregularities*
- *Familiar with the requirements of HSWA, AJHBNZ H&S Policy statement, H&S Manual & FCP; Cafe is run as per these requirements*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *The site is maintained as best possible, resulting in reduced maintenance & repair work being required*
- *All PPE is worn correctly, maintained & cared for, as directed & repair/replacement reduced*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*

Customer Experience

Responsibilities include:

- *Ensure you fully understand customer service expectations &, as part of a team, deliver the best possible experience & products & service, that are both professional & appropriate, at all times*
- *Liaise with the S&M team to fulfill any famil, media or email requests*
- *Show awareness of when & how to escalate an issue or customer complaint appropriately, where possible*
- *Ensure yourself & all Activities are presented in a manner which best represents AJHBNZNZ Communicate effectively & appropriately with customers & Crew*

Key performance indicators:

- *Atmosphere at sites is positive, welcoming & engaging for Crew & customers*
- *Strong relationships with contractors, agents & customers are maintained & improved on*
- *All customers receive a consistent, high level of customer service & an outstanding, memorable experience*
- *Positive customer feedback is regularly received about all aspects of product/service provided*
- *Café, Crew & products are presented in a clean, appealing & professional state*
- *All information provided to customers is correct, relevant & current*
- *AJHBNZ & the Cafe Crew have a strong positive culture*
- *All S&M requests are completed in a timely, efficient manner*

Service

Responsibilities include:

- *Maximize the effective performance of the Cafe environment under your control*
- *Assist with the core Cafe processes & provide assistance to Kitchen Crew, where required*
- *Conduct any additional duties, as required by the CS, QSM, SC or other member of SMT*
- *Actively participate in Crew training activities, as required, including but not limited to: coffee making, food handling, stock rotation, presentation & cleaning; as requested*
- *Demonstrate passion for the story of Bungy & AJHBNZ*
- *Attend group or departmental meetings, as required*
- *Lead by example; encouraging teamwork, respect & Crew motivation across all departments & Crew, not specific to Café Crew*

- Work to develop, maintain & strengthen relationships with Crew
- Demonstrate a commitment to building teams & actively participate in team activities
- Demonstrate the ability to give & follow written & verbal instructions & communicate effectively & appropriately

Key performance indicators:

- *All tasks are completed accurately, efficiently & in a timely manner*
- *Meetings & training are attended & participated in, enthusiastically & positively*
- *All Crew & yourself have clean & professional presentation of uniform, including name badge, at all times*
- *Best practice is demonstrated & motivation is high*
- *Clear & correct instruction & information is provided to Crew & customers*
- *A supportive, communicative & open environment is developed across departments & strong relationships with Crew in all departments are formed & maintained*
- *High quality products consistently produced*

Sales & Financial Performance

Responsibilities include:

- Drive daily Café sales
- Ensure the daily till takings balance
- Ensure wastage is tracked & all account charges are correctly processed
- Good wastage percentage to sales
- Develop & maintain an awareness of Café trends & customer preferences
- Demonstrate a comprehensive understanding of AJHBNZ products
- Aide the CS to create internal sales incentives to motivate & stimulate daily business

Key performance indicators:

- *Annual review of wastage for efficiency & accounts are accurate*
- *Changeable specials are implemented that drive sales & meet customer/Crew needs*
- *Sales are maximized*
- *Meet & exceed budget revenue sales*
- *Tills always balance or an investigation is completed*
- *Low daily wastage levels achieved due to consistent stock rotation*

Systems & Procedures

Responsibilities include:

- Understand training principles & demonstrate ability to use POS
- Complete inventory, as required, advising CS of stock levels

Key performance indicators:

- *Able to effectively operate POS & train other staff, when required*
- *Low stock levels are replenished regularly*
- *Café/Bar is consistently & fully stocked on a daily basis*

Reporting

Responsibilities include:

- Report on abnormal occurrence or any deviation of SOPs resulting in loss of process or potential improvement opportunities
- Ensuring accurate & consistent record keeping is maintained at all times as per company & council requirements

Key performance indicators:

- *Crew training & any other required records will be kept up to date & accurate*

- All required departmental daily, weekly, monthly reports completed consistently in a timely & accurate manner
- All records, log books & timesheets are created accurately & in a timely manner

Site Asset & Facility Performance

Responsibilities include:

- Ensure all Café & Bar related assets are maintained according to the maintenance schedule & remain fully functional at all times. Advise CS of any operational issues to ensure remedial action occurs.

Key performance indicators:

- Reduction of asset maintenance & replacement costs
- Reduction in lost time & sales due to operational deficiencies

Professional Attributes:

Personal Attributes:

- Comprehensive knowledge of the Hospitality Industry & H&S SOPs (hygiene legislation & compliance requirements)
- Capable of completing basic administration
- Attention to detail ensure in accurate cash handling & balancing
- Able to multitask, prioritize & problem solve efficiently & effectively
- Calm & professional manner, especially high pressure situations
- Ability to monitor & drive revenue & sales on a daily basis
- Flexible attitude towards working hours
- Customer service focus; understands the importance of promotion of the company brand, values & culture
- Adopts & adheres to company culture & values
- Energetic & self-motivated, with ability to work unsupervised & proactively
- Confident & approachable personality
- Clean & professional presentation
- Willing to learn new tasks, embrace change & receptive to new ideas

Preferred Attributes/Qualifications:

- LCQ
- Bar experience
- Barista training
- Cooking experience (cooking, grilling, frying, preparing cabinet food)
- Events & catering experience

Flexibility will be required in all roles & AJHBNZ expect all employees to get involved in tasks, when asked. We have done our best to outline the key components of this role but, as with any tourism related business, employees may be required to complete additional tasks on an ad-hoc basis, to ensure continued, smooth operation of business.

Employee Name:

Signed:

Date:

Manager Name:

Signed:

Date: