



## POSITION DESCRIPTION

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### Food & Beverage Attendant

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Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

### CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri, Te Puia - the home of the NZ Māori Arts and Crafts Institute would not be able to operate successfully.

### TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

### TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

## **TE PUIA PRINCIPLES**

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction.  Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

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### **Position reports to:**

Food & Beverage Manager

### **Direct reports to position:**

Nil

### **Key Relationships (Internal):**

Chefs; Kitchen Staff; Food & Beverage Attendants

### **Key Relationships (External):**

Manuhiri; Food & Beverage Representatives & Suppliers

### **Purpose of position:**

- To be responsible for handling reservations, greeting customers, taking orders, bringing dishes, and cleaning tables.
- To deliver high quality, highly engaging and positive visitor experience to manuhiri.

### **Primary Duties & Responsibilities**

- Providing menus.
- Answering any customer enquiries regarding the food, service, or venue.
- Ensuring accurate order taking and serving of food and beverage to tables.

- Ensuring front of house areas are clean and prepared for service, clearing, and resetting tables for the next service.
- Maintaining clean kitchen and food service preparation areas.
- Ensuring the consistent delivery of high-quality food through all of Te Puia's food & beverage outlets.
- Interact with manuhiri to add value to the manuhiri experience; finding solutions to any issues raised.
- Impart knowledge and help train junior staff where necessary.
- Assist with basic food preparation.
- Provide support to the effective operation of the Restaurant.
- Any other duties as directed by the Restaurant Manager or Executive Chef.

### **Key Role Outcomes**

- Maintain a clean and safe work environment at all times.
- Dress tables at the end of the shift, ready for service the next day.
- Clear all dishes from tables as appropriate.
- Present food to tables in a timely and professional manner.
- Satisfied customers.
- Flexibility to undertake a number of tasks and functions across the organisation from time to time, as directed.

### **Person Specifications**

- Knowledge of current manuhiri experiences and services at NZMACI |Te Puia and of the Whakarewarewa Geothermal Reserve and its flora / fauna.
- Respects other ethnic cultures and values.
- Physically fit and able to meet the demands of the role.
- Sets high standard for own work performance; works steadily and thoroughly without wasting time.
- Ability to multi-task and produce required outcomes in a timely manner.
- Demonstrates good time management skills. Is punctual and highly productive.
- Basic knowledge in Te Reo Māori and the ability to greet all visitors in Māori with confidence.
- Hard working, consistent and professional individual.
- A team player.
- Good communication (written and oral) skills and abilities.
- Knowledge of Institutes and Te Puia's history and its future activities or aspirations.
- Exceptional standard of personal presentation at all times.,
- Able to work evenings, weekends, public and school holidays as required.
- Good hygiene practices (food and personal).

### **Other Specifications:**

- Creativity: Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.

- Relations with Others: Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- Self Confidence: Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- Flexibility: Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- Customer Service Orientation: Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- Sensitivity: Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- Stability: Performs stably while under pressure or in a changing work environment. Reliable.
- Technical Skill/Knowledge: Demonstrates sufficient level of understanding and skill in required technical area.
- Written Communication: Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- Verbal Communication: Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

### **Acknowledgement**

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

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

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

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