



## POSITION DESCRIPTION

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### Food & Beverage Duty Manager

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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 and /or NZMACI would not be able to exist.

## OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

## TE PUIA VALUES

Mātauranga Māori - Taonga Tuku Iho - Manaakitanga - Whakanui

## 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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### Te Puia NZMACI Operational Background

Te Puia NZMACI is a multi-purpose facility with a wide range of offerings. The Food & Beverage Team is tasked with maximising turnover and occupancy by utilising various facilities, including:

- Pātaka Kai Restaurant
- Hia Kai Café and Bar (including Terrace and Courtyard)
- Whakaruruhau Function Space
- Pōhutu Boardroom
- Te Whare Tapere
- Te Poari
- Pōhutu Geyser Marquee
- Ngararatuatara (cooking pool) Marquee

In addition to day-to-day visitor offerings, such as Buffet Lunch and Dinners and the Hia Kai Café and Bar, we also host conferences, meetings, private functions, and concerts.

As a Duty Manager, your role is to support the Food & Beverage Managers in the delivery of all Food & Beverage services.

As part of your roster, you will be given responsibility for different areas depending on business requirements.

Typically, this could look something like:

1. Duty Manager, Pātaka Kai - oversee operational requirements of main Restaurant (Dining Rooms A, B, C and Terrace) during shift hours.  
  
This could be a mix of daytime and/or evening Te Po product.
2. Duty Manager, Function Delivery – you would be assigned a specific client function to manage from organising the Client’s needs to delivery. (Receiving customer lead/contact via MICE Sales Manager)
3. Duty Manager, Hia Kai Café & Bar – ensuring we have a consistent high-end deliver within our Café to both Visitors and the local market.
4. At times you could be working without being rostered as ‘Duty Manager’ or for a specific function. In this case you will follow the lead of the rostered Duty Manager or other tasks that may be specified by the Restaurant Manager.

### **High Level F&B Structure:**

**CEO**  
**GM Operations**  
**F&B Manager**  
**Assistant F&B Managers**  
**Duty Managers**  
**F&B Staff**

#### **Position Title:**

Food & Beverage Duty Manager

#### **Department:**

Food & Beverage

#### **Reports to:**

Food & Beverage Manager (or Assistant Managers when represented)

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

All Food & Beverage floor service or function staff.

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

F&B Managers, Food & Beverage service staff; Chefs and kitchen staff; Senior Management Team; MICE Manager; Reservations & Admissions Team, Operations Team.

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

PCO's & conference organisers; Food & Beverage suppliers & sales representatives; Manuhiri.

#### **Purpose of the Position:**

Holder of a current Managers Certificate to oversee day-to-day food and beverage operations, ensuring excellent service standards and contributing to a memorable experience for our manuhiri.

### Key Accountabilities:

Focus Area	Accountabilities
Guest Service Management	<ul style="list-style-type: none"><li>• Lead and support the service team to deliver high-quality food and beverage experiences.</li><li>• Conduct pre-shift briefings to inform staff of daily goals, special instructions, or any issues.</li><li>• Address guest inquiries and concerns with professionalism and care.</li><li>• Assist with food and beverage service as needed, ensuring a seamless experience for guests.</li></ul>
Shift & Service Coordination	<ul style="list-style-type: none"><li>• Manage designated F&amp;B areas to ensure smooth, efficient operations.</li><li>• Collaborate with kitchen staff to ensure timely and accurate food orders.</li><li>• Act as a liaison between service staff and kitchen teams to maintain smooth communication and service flow.</li><li>• Oversee compliance with health, safety, and alcohol service regulations.</li></ul>
Financial and Resource Management	<ul style="list-style-type: none"><li>• Manage service staff to maximise productivity and increase customer yield through upselling opportunities.</li><li>• Manage POS and cash transactions accurately according to financial policies.</li><li>• Ensure stock and equipment are maintained at required levels keeping F&amp;B Managers and Executive Chef informed.</li><li>• Complete required logs, productivity sheets, and monthly reports accurately.</li></ul>
Team Development and Support	<ul style="list-style-type: none"><li>• Foster a positive and inclusive team culture aligned with Te Puia's values, promoting respect, collaboration, and commitment to outstanding service.</li><li>• Actively mentor team members, identifying potential leaders and fostering their growth.</li></ul>
General Duties	<ul style="list-style-type: none"><li>• Undertake any other duties as assigned by the F&amp;B Managers or Executive Chef to support Te Puia's continuous operation.</li></ul>

### Key Role Outcomes:

- Manuhiri consistently receive high-quality food and beverage service, resulting in memorable experiences and positive feedback.
- Designated F&B areas operate smoothly, with minimal disruptions and effective communication between service staff and kitchen teams.
- Staff are well-prepared through daily briefings, and equipped to handle guest interactions professionally, enhancing overall service quality.
- Full adherence to health, safety, and alcohol regulations, ensuring a safe and compliant environment for both guests and staff.

- POS transactions, bookings, and complimentary receipts are managed with accuracy, minimising errors and upholding financial integrity.
- Adequate stock levels and well-maintained equipment ensure uninterrupted service, with storerooms and spaces organised to support smooth operations.
- A respectful, collaborative, and motivated service team that aligns with Te Puia's values, fostering a positive work environment and consistent service standards.
- Guest enquiries and concerns are resolved promptly and effectively, enhancing guest satisfaction and loyalty.

**Person Specifications:**

- Current Manager's Certificate.
- Proven experience in a duty manager's role.
- Familiarity with point-of-sale (POS) systems and inventory management software.
- Creative, passionate, and solutions driven.
- Strong leadership skills with the ability to inspire and motivate a team.
- Respectful of other cultures and values, with an understanding of Te Puia's history and aspirations.
- Ability to multi-task and meet deadlines under pressure.
- Knowledge of local and national trade and FIT markets.
- Exceptional personal presentation and communication skills.

**Additional Competencies:**

- 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.
- 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: \_\_\_\_\_