



## 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 and serves as the home of the New Zealand Māori Arts and Crafts Institute (NZMACI). Operating under the NZ Māori Arts and Crafts Vesting Act 2020, Te Puia is an iwi-owned organisation with a mission to protect, promote, and perpetuate Māori culture.

While visitor-related activities generate much of its revenue, Te Puia is deeply rooted in its cultural legacies, striving to uplift and sustain the traditions of Māori arts and crafts.

Te Puia is committed to fostering a supportive and growth-focused workplace. Employees are encouraged to thrive professionally and personally, with an environment that prioritises well-being, proactive support, and meaningful recognition for contributions.

## OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

## TE PUIA VALUES

Tuku Iho - Tiaki - Manaaki - 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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### **Position reports to:**

Food & Beverage Manager and Assistant Managers

### **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 ensure manuhiri have a high-quality, engaging and positive experience by delivering excellent food and beverage service in line with Te Puia's values.

### **Primary Duties & Responsibilities**

- Greet and guide manuhiri, offering menus and taking drink orders.
- Respond to any enquiries regarding food, beverages, and services.
- Accurately take and serve orders.
- Maintain a clean, well-prepared front-of-house area, resetting tables between services.

- Ensure the highest standards of cleanliness and hygiene in all food service and preparation areas.
- Consistently deliver quality food and service across all Te Puia's outlets.
- Engage with manuhiri to enhance their overall experience, finding solutions to any concerns raised.
- Support kitchen staff by assisting with basic food preparation.
- Assist in training junior staff when necessary.
- Contribute to the efficient operation of the restaurant and café.
- Perform any other duties as directed by the Food & Beverage Manager or Executive Chef.

### **Key Role Outcomes**

- Maintain a clean, safe, and welcoming environment.
- Clear and dress tables efficiently.
- Deliver food promptly and professionally to manuhiri.
- Achieve high levels of manuhiri satisfaction.
- Demonstrate flexibility in undertaking a variety of tasks across the organization when required.

### **Person Specifications**

- Knowledge of Te Puia's experiences, services, and the Whakarewarewa Geothermal Reserve's natural environment.
- Respect for different cultures and values, particularly Māori.
- Physically fit and able to meet the role's demands.
- Holds high personal standards for performance and time management.
- Confidence in te reo me ona tikanga Māori, particularly greeting visitors.
- Hardworking, professional, and a team player.
- Strong communication skills, both written and oral.
- Familiarity with Te Puia's history, values, and future aspirations.
- Consistent personal presentation.
- Ability to work evenings, weekends, and holidays.
- High hygiene standards in both food handling and personal grooming.

### **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: \_\_\_\_\_