



POSITION DESCRIPTION

Café Cook

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.

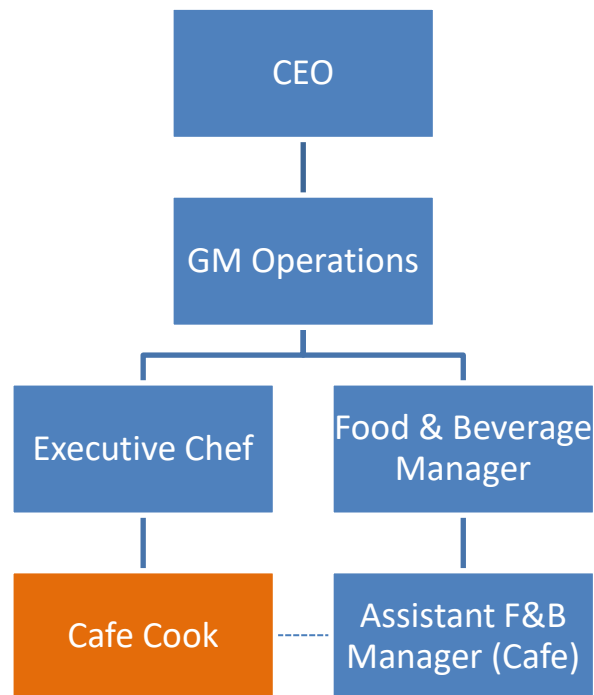
Te Puia is committed to fostering a supportive and growth-focused workplace. Employees are encouraged to thrive professionally and personally, with an environment that prioritises well-being, proactive support, and meaningful recognition for contributions.

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

Te Puia Values:

Tuku Iho We Share	We honour and uphold the knowledge, traditions and legacies passed down to us.
Tiaki We Protect	We protect and care for our people, place and culture – now and for generations to come.
Manaaki We Care	We uplift the mana of others through generosity, respect and care – ensuring everyone feels valued and seen.
Whakanui We Celebrate	We recognise and celebrate the achievements and contributions that strengthen our whānau and kaupapa.

High Level Kitchen Structure:



Position Title:

Café Cook

Department:

Food & Beverage

Reports to:

Executive Chef

The Café Cook is based in the kitchen and reports directly to the Executive Chef for all culinary, menu, and food production matters. Operationally, the role also reports to the Assistant F&B Manager (Café), who holds overall responsibility for the café's performance and service delivery.

While the Executive Chef provides leadership in kitchen standards, food quality, and menu direction, the Assistant F&B Manager (Café) oversees the day-to-day running of the café, including front-of-house operations and overall visitor experience. The Café Cook is therefore expected to work collaboratively under both areas of guidance to ensure seamless café operations.

Direct Reports to Position:

Nil

Indirect Reports to Position:

Some oversight of part-time/casual cooks that will cover days off or leave periods.

Key Internal Relationships:

- Executive Chef
- Kitchen Team
- Café Team Leader
- F&B Management
- MICE Manager
- HR Team
- Extended Management Team
- Sales & Marketing Team
- Functions Team
- All Te Puia Staff

Key External Relationships:

- Manuhiri
- Sales Representatives
- Suppliers

Purpose of the Position:

To oversee and deliver the daily food operations of Hiakai Café, ensuring high-quality dishes and service that reflect Te Puia's brand and enhance the experience of our manuhiri.

Key Accountabilities:

Focus Area	Accountabilities
Food Preparation & Cooking	• Prepare, cook, and present all café items (e.g. muffins, scones, sandwiches, panini, bagels, cakes, slices), as well as restaurant and event/function dishes, to consistently high standards. • Cook daily specials (e.g. blackboard/live dishes) and complete advance prep such as hangi baskets and sandwich fillings. • Maintain the freshness, quality, and presentation of all food served.
Menu Development & Brand Alignment	• Create menus that are consistent with Te Puia's brand and incorporate Māori indigenous ingredients. • Plan and develop menus across all outlets and functions, completing accurate food costings and maintaining an ROI of x%. • Keep the café offering exemplary by monitoring and responding to café and dining trends in Aotearoa and internationally. • Ensure a consistent café menu is available seven days a week during all operational hours. • Promote upselling opportunities by training staff in menu knowledge and sales techniques. • Provide healthy menu options that cater to a wide range of dietary needs. • Embed sustainability in menu design and product offerings, minimising waste and supporting responsible sourcing.

Food Safety & Compliance	• Follow all food production and storage procedures, including daily temperature checks and food safety requirements, and ensure these processes are clearly visible and understood by all café staff. • Meet all Te Puia and industry health and safety standards, regulations, and requirements. • Ensure the café, kitchen, and equipment are cleaned, sanitised, and maintained daily, ready for the next day's service.
Stock & Cost Control	• Order and monitor café catering supplies, including completing regular stocktakes. • Maintain food stock and equipment (e.g. crockery) at agreed PAR levels. • Manage food costs to ensure budget and ROI targets are met.
Visitor Experience	• Interact proactively with manuhiri to enhance the customer experience and resolve issues raised. • Ensure food service and presentation standards in the café meet expectations, supporting upselling opportunities. • Ensure processes are in place and understood to maintain appropriate inventory levels in display cabinets, adjusting to visitor demand throughout the day, particularly during peak periods such as large group bookings (e.g. cruise ships). • Respond to customer enquiries regarding food, service, or the venue.
Teamwork & Leadership	• Ensure the smooth operation of all food and beverage outlets, working effectively with staff engaged in food preparation and service. • Train staff in menu knowledge, food handling, upselling, and Te Puia's operational policies. • Work collaboratively with the Executive Chef, F&B Manager, and Assistant F&B Manager (Café). • Support a clean, well-prepared front-of-house environment for service.
Health, Safety & Wellbeing	• Follow all workplace health and safety policies and procedures to help maintain a safe environment for employees and manuhiri. • Comply with safety requirements, identifying and reporting any hazards, incidents, or near misses as soon as practicable. • Be familiar with and adhere to emergency procedures (e.g. fire evacuation, first aid). • Correctly use safety equipment and personal protective equipment (PPE) as required.

	Actively contribute to workplace health and safety initiatives, taking responsibility for personal safety and promoting a culture of wellbeing.
Additional Responsibilities	- Support organisational objectives by undertaking additional tasks as directed by senior management and adapting to evolving business needs. (Restaurant, Functions and Special Events) - Maintain flexibility and readiness to contribute to cultural and customer service needs.

Key Role Outcomes:

- Café menu is consistently delivered to a high standard, seven days a week, across all operational hours.
- Menus reflect Te Puia's brand, incorporate Māori indigenous ingredients, and meet high-quality standards.
- All food safety, health, and industry compliance requirements are met.
- Cabinet and plated food presentation is maintained at an excellent standard.
- Menu range caters for varied dietary needs, international visitors, and local/staff preferences.
- Customers are satisfied, with positive dining experiences consistently achieved.
- Food costs and ROI are managed effectively, meeting or exceeding budget.
- Flexibility is demonstrated by supporting wider organisational tasks and priorities as needed.
- A culture of waste reduction, continuous improvement, and efficiency is actively promoted.

Person Specifications:

- Experience working in a busy, high-volume kitchen with the ability to deliver consistent quality under pressure.
- Creativity with food and ingredients, including experience in menu design and food costing.
- Fresh and innovative approach to food production, with the ability to design appealing café-style menus.
- Respects and values different cultures, with an understanding of tikanga Māori.
- Physically fit and able to meet the demands of a fast-paced kitchen environment.
- Strong organisational skills with the ability to multi-task, manage time effectively, and deliver outcomes on time.
- Basic knowledge of te reo Māori and the confidence to greet manuhiri in Māori.
- Professional, reliable, and consistent in work ethic, with a high standard of personal presentation.
- A collaborative team player with good communication skills (written and oral).

- Awareness of Te Puia's history, services, and future aspirations.
- Flexible and available to work evenings, weekends, public holidays, and school holidays as required.
- Maintains excellent food safety, hygiene, and personal grooming standards.

Acknowledgement:

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: _____

Signed: _____

Date: _____