



POSITION DESCRIPTION

Assistant Food & Beverage Manager *(Duty Manager)*

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.

Mo matou / About us:

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

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.

Te Puia NZMACI Operational Background

Te Puia NZMACI is a multi-purpose facility with many different offerings within the market.

The Food & Beverage Team are charged with utilising the many different facilities to maximise turn-over and occupancy.

These facilities include:

- Pātaka Kai, Restaurant, Bar & Café (including Terrace and Courtyard)
- Whakaruruhau Function Space
- Pohutu Boardroom
- Te Whare Tapere
- Te Poari
- Pohutu Geyser Marquee
- Ngararatuatara (cooking pool) Marquee
- Plus other spaces that may be utilised from time to time

Within market we have our regular day to day visitor offerings including Buffet Lunch and Dinners, Te Po, plus Hia Kai Café and Bar.

We also provide special F&B offerings including Steam Box, Ingo and other additional offers from time to time.

Along with these regular offerings we provide opportunities to host Conferences, Meetings, Private Functions, Concerts and almost any other opportunity that is compatible with our facilities and our offer.

As an Assistant Manager, you are employed to operationalise the needs of the Restaurant Manager in the delivery of all F&B services.

Due to the mix of regular events and occasional ones, plus the 7-day (8am to 10pm) nature of the business there are **three (3) Assistant Managers** within the F&B structure that are overseen by the Restaurant Manager.

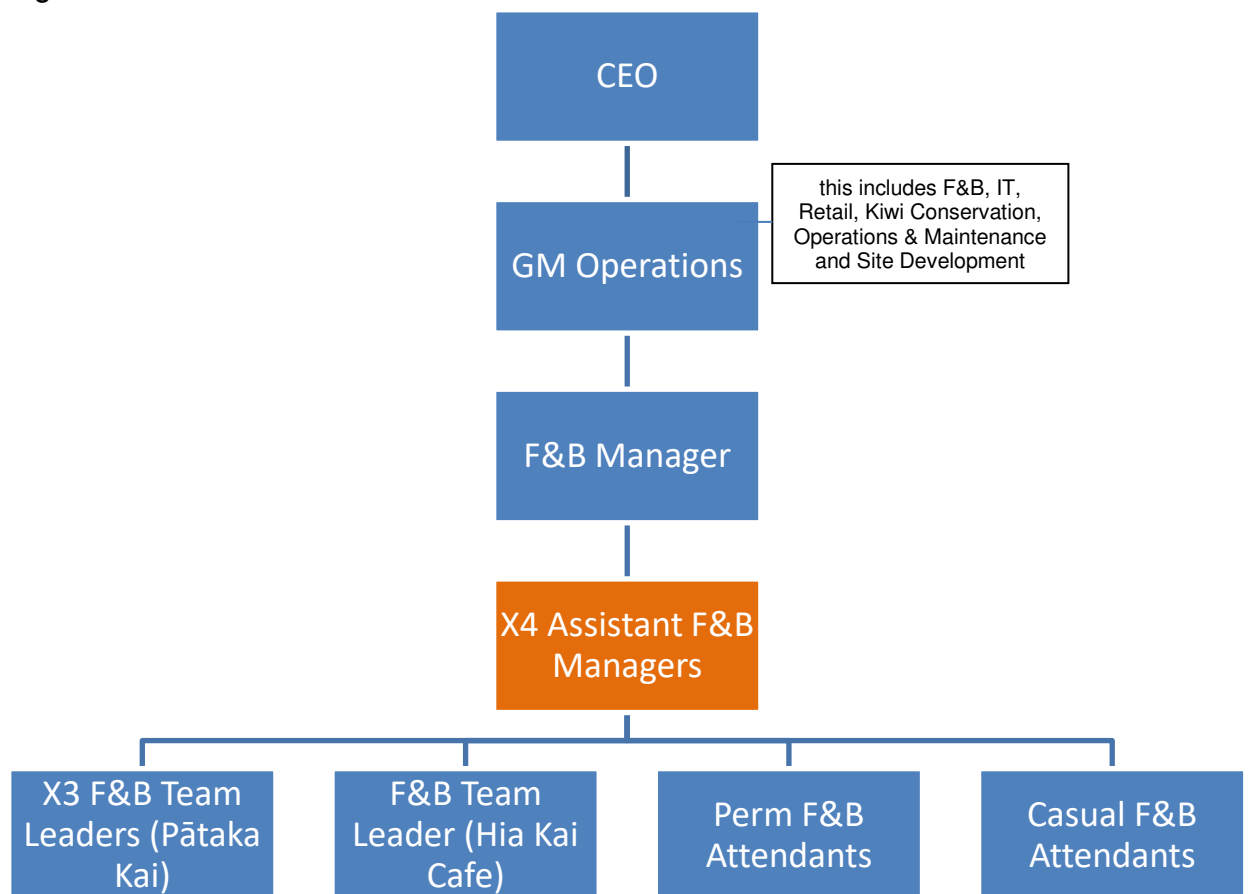
As part of your roster, you will be given responsibility for different areas depending on business requirements.

Typically, this could look something like:

1. Duty Manager, Pātaka Kai - over see 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 may 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:



Position reports to:

Food & Beverage Manager

Direct reports to position:

- All Food & Beverage service or function staff.

Key Relationships (Internal):

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

Key Relationships (External):

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

Purpose of position:

- In a Duty Manager Role - lead the Food & Beverage service staff team in their operational duties within the defined area.
- To work with the team in a manner that promotes manaakitanga towards all external and internal customers.
- To look for opportunities to add value, to improve the financial yield from customers.
- Manage the operational and exceptional service delivery for conference and events.
- To bring a "sense of occasion" and "comfortable" feel to all Food and Beverage spaces inside Te Puia.
- To help grow the awareness of the local market, of our Food and Beverage offerings, and assist the Executive Chef / F&B Manager to ensure we are in the forefront of people's thoughts when selecting a location to dine.
- To deliver high quality, food, and beverage experiences to our manuhiri.
- To assist in developing a highly customer centric team of professionals with a focus on continuous improvement and passionate extra mile service, where staff anticipate the needs of our manuhiri before they do.

Ko o kawenga / Primary Duties & Responsibilities

- Developing customer relations through proactive interaction with manuhiri or dealing with any issues raised with a view to exceed customer expectations.
- Maintain up to date information for customers on Te Puia NZMACI's facilities and offerings, ensuring all staff are knowledgeable and kept up to date as well.
- Ensure the consistent delivery of high-quality food and beverage across all of Te Puia's outlets.
- Alongside the Executive Chef and the F&B Manager, ensure food and beverage stock and equipment items are maintained at established PAR levels, including but not limited to all beverage, coffee, tea, and food items as directed.
- Monitor F&B areas to maintain customer service and hygiene standards (i.e. fixtures and fittings are working, appropriate ambience (lights, sound etc) and cleanliness (tables/chairs straightened, glasses/crockery cleared).
- Ensure storerooms are organised and equipment stored correctly at all times.
- Assist in serving food and beverage to tables and buffet and clearing tables as required.
- Answering any customer enquiries regarding the food, service, or venue.

Operations and Cost Management

- Provide sufficient training to service staff to maximise their use of time whilst on duty, and to increase yield per customer e.g., upsell drinks etc.
- Ensure effective and efficient management of people and resources (i.e., labour costs and wastage are minimised), including rostering within budget and prescribed labour guidelines.
- Ensure the accuracy of cash/ account transactions including correct usage of POS and EFTPOS systems.
- Ensure advance payments for restaurant bookings are collected and F&B receipts for advance payments and complimentary coupons are issued as per policy.
- Contribute ideas and offer customer feedback to enhance department effectiveness and efficiency.
- Ensure rotation of bar stock, maintain appropriate trade stock par levels and complete monthly stocktakes.
- Provide details to F&B Manager / Executive Chef for ordering of supplies, ensuring just in time delivery.
- Accurately complete logbooks, productivity sheets and monthly status reports as required.
- Assist with other duties, including supporting other outlets within the business during quiet periods in your area.

Compliance

- Monitor licensed outlets that are within the Duty Manager's area to ensure compliance with the Sale and Supply of Alcohol Act 2012.
- Manage and monitor alcohol consumption by guests.

Special Events & Functions

- Event enquires are converted to bookings with clear and accurate details for operational delivery.
- Work closely with clients to understand their needs and custom proposals in discussion with Executive Chef and F&B Manager.
- Ensure all stock ordering is completed in time and coordinated / distributed.
- Deliver functions and events to ensure a successful outcome.
- Ensure functions teams are fully briefed and events run smoothly with excellent levels of service.
- Manage and coordinate all aspects of event set-up, including room set-up and pack down, any cleaning requirements, liaising with vendors and suppliers, overseeing equipment rental and set-up, managing set up staff.
- Assist with product development by feeding back what we can do to better meet the needs of perspective clients.
- Staying up to date with industry trends, client behaviours and market impacts.
- Ensure event space is re-set for next event or daily operation.

Marketing & Promotion

- Assist the Marketing Team to promote all new and existing Food and Beverage products.
- Provide ideas for promotion, ahead of time, to help drive F&B business. Operationalise these opportunities in conjunction with Executive Chef and F&B Manager.

F&B Management Team (in conjunction with F&B Manager & Executive Chef)

You form part of the Senior Management Team within the F&B Department and Te Puia NZMACI.

- Ensure productivity of service staff is optimised through efficient rostering.
- Rostering takes into account all departments and special functions.
- Oversee and manage F&B staff as required.
- Able to train others regarding Health & Safety in the workplace, Fire Evacuation, Building Compliance requirements plus reporting procedures.
- Promote behaviour that enables team members to make suggestions or submit ideas on business improvements, including process changes, training opportunities, promotional activities, and business culture.
- Work with employees on approved ideas to bring them to life.
- Acknowledge contributions and celebrate successes within the team.
- Be aware of strategic business plans for the greater organisation and ensure F&B align to achieve these outputs.
- Undertake any other responsibilities or duties as may be assigned by the Executive Chef / F&B Manager from time to time, in order to ensure the continuous operation of Te Puia | NZMACI.

Key Role Outcomes

- Front of house area is kept clean and tidy at all times. The space always feels fresh, loved, and uncluttered.
- The restaurant and bar spaces are fit for purpose and cosy with the right ambience (lighting, heating, air con or doors open for fresh air, music is appropriate and at the right volume to create atmosphere, spaces are set aside for smaller groups who just want to have drinks and nibbles & platters.)
- That all staff (of age) are fully trained to operate the bar and can create common cocktails.
- To assist in creating specific ideas that will promote the restaurant and bar and other food or event spaces around site, that will make Te Puia's name synonymous with 'a great night out' or great event.
- In conjunction with the Executive Chef and F&B Manager, coordination of food and beverage service staff training.
- Satisfied customers who rave about the food and the service at Te Puia.
- Pātaka Kai is a busy Restaurant, Café & Bar with local support providing all year-round business.

He korero mou / Person Specifications

- Current Managers Certificate.
- Creative, Passionate, Solutions driven and Outcome Focused.
- Positive attitude.
- Ability work competently whilst under pressure.
- A team player.
- Respects other 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.
- Hard working, consistent and professional individual.

- Excellent communication (written and oral) skills and abilities.
- Knowledge of Te Puia's history and its future activities or aspirations.
- Exceptional standard of personal presentation at all times.
- Able to work some evenings, weekends, public and school holidays as required.
- Good hygiene practices (food and personal).
- Knowledge of and networks in, the local and national trade and FIT markets.
- Knowledge of current manuhiri experiences and services at Te Puia NZMACI and of the Whakarewarewa Geothermal Reserve and its flora / fauna.

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.

Employee: _____ GM HR: Stevie Ward

Signed: _____

Signed:



Date: _____

Date: 9th August 2023