

# ILT

## For Our Community

## Food & Beverage Host

### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.

**7 days a week, rostered**



## WHY THIS ROLE EXISTS

To ensure the successful management and operation of the selected hospitality areas with top class service and guest experience.

## WHAT YOU WILL DO

Be responsible for quality customer service within the food and beverage service operation whilst ensuring the fire, hygiene, health & safety and Sale and Supply of Alcohol 2012 requirements are met to the highest level.

## KEY OUTCOMES

- Excellent customer service is received by all guests, providing a positive experience, encouraging them to return.
- The department is profitable and competitive in the marketplace.
- Staff are knowledgeable in all products available and incredibly engaged
- Department is always well presented and stocked up, cabinet food is fresh and displayed in an appealing way to the eye
- Customers receive attentive caring and friendly service, therefore providing a desire to return.
- Ensure the pre-determined budgeted targets are met including sales, wage costs and cost of sales
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training.
- Champion, comply and promote health, safety and wellbeing within ILT

## YOU BRING TO THE ROLE

- Strong people skills with leadership ability, a team player and a team builder
- Energetic, upbeat personality with the ability to interact well with a variety of clientele.
- Outstanding communication skills
- Proven food and beverage experience and ability to thrive in a high pressure environment
- Systems orientated person that can implement promotions effectively
- Relevant computer skills to keep up with social media activity and knowledge of online booking systems.
- Passion for delivering an exceptional customer experience
- Community focused with a passion for people and the community
- A professional appearance with a positive attitude adaptability and flexibility.