

Position Description

RESTAURANT ATTENDANT

SNOWPLANET LIMITED

Organizational Statement

Snowplanet (www.snowplanet.co.nz) is an indoor real-snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following diagram presents its internal vision and mission.

Vision

Our principal objective	To be Auckland's favorite leisure destination
-------------------------	---

Mission

What we need to do to get there	Sharing awesome snow experiences 365 days a year
---------------------------------	--

The following values must be embodied by all Snowplanet team members for the achievement of our mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

Role:

The Restaurant Attendant is responsible for ensuring all our guests enjoy their Snowplanet experience. Providing outstanding customer service, your communication skills will be excellent. You will be customer driven, and will use your knowledge and experience to communicate professionally and efficiently in person, and over the phone. You will have a great eye for detail, to ensure all guests orders are correct, and can foresee any possible issues before these impact our guests. You will enjoy a fast paced environment, and will be able to thrive in an area with continual changes.

You will be able to work on a rostered basis including in evenings and weekends.

You must be flexible in your approach to work, and have the capacity to multi task. You must be able to work under your own initiative and be able to problem solve. As part of our 7 Summits Team, you will work closely with our Food and Beverage Manager, Head Chef, Restaurant Supervisors and Restaurant and Kitchen teams, to ensure the smooth running of the restaurant.

Key Result Areas:

Customer Service

Responsibilities

- Proactively greet and welcome all guests to 7Summits in a friendly and efficient way
- Maintains a full knowledge of all products and specials to ensure all guests receive accurate information.
- Actively seeks Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.

Systems

Responsibilities

- Processes sales through 7 Summits 'Wiz Bang' point of sale system
- Makes future bookings both accurately and efficiently.

Communication

Responsibilities

- Actively engaging customers in conversation and use open questioning techniques to determine their needs, whilst identifying opportunities to up sell.
- Seamless daily communication with our Restaurant supervisors and kitchen teams as required for group and party bookings and functions.
- Answer restaurant telephone calls in an efficient manner once priority has been given to any customers being served on site. Provide accurate information and/or transferring calls to other areas within the business. Messages will be cleared in a timely fashion to ensure optimal customer service.
- Proactively communicate to handover with the Food & Beverage Manager/Restaurant Supervisors/Restaurant and Kitchen teams with any relevant information from your working day.

Groups

Responsibilities

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Fully understanding and implementing the specific function/group and party set up in both the restaurant and conference centre.

Health & Safety

Responsibilities

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

Other

Responsibilities

- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Process all financial transactions accurately, ensuring monies received are correct.
- Participate in training, learning activities and professional development as required.
- Comply with all Snowplanet company policies and procedures

- Uphold Snowplanet's responsibilities for the Sale and Supply of Alcohol
- Perform any other duties as requested within your rang of competency by Snowplanet

Relationships

You will be responsible for developing and maintaining key relationships, including:

Internal

- Food & Beverage Manager
- Head Chef
- Restaurant Supervisors
- Restaurant Team
- Kitchen Team

External

- Guests/Customers
- Contractors
- Visitors
- Group booking contacts (parties/functions etc)

Reports to:

Food and Beverage Manager / Restaurant Supervisors

Key Reports:

N/A

Key Qualities:

- | | |
|---|---|
| • Clear communicator in both verbal and written forms | • A good work ethic |
| • Great listener | • Experience in dealing with the public |
| • Problem solver | • Works well with others |
| • Flexibility | • Willing to go the extra mile |
| • Works proactively under own initiative | • Empathy, patience and consistency |
| • Professionalism | • Adaptable |

I _____ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature _____ Date _____