



Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Line Cook	Reports to	Executive Chef Head Chef Sous Chef
Team	Kitchen	Location	Queenstown

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The purpose of this role is to support the effective and efficient operation of the kitchen by preparing high-quality dishes that consistently meet Skyline's culinary standards and guest expectations. This position plays a key role in delivering exceptional dining experiences through attention to detail, teamwork, and adherence to all food safety and hygiene practices. The Line Cook contributes to a positive kitchen culture, helps maintain smooth service operations, and upholds Skyline's commitment to excellence, sustainability, and outstanding guest service.

Our Strategic Goals

DELIVER:

Target ROI from all SEL Business units

INVEST:

In high potential businesses in outstanding locations

OPERATE:

An efficient, agile and sustainable business

EMPOWER:

Empower our people to deliver real fun

Our Values and Culture

Skyline Queenstown is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



Scope of Role

Responsible for	The Line Cook is responsible for assisting in the smooth, efficient, and high-quality daily operation of the kitchen. This role ensures that all dishes are prepared in accordance with established recipes, presentation standards, and food safety regulations. The Line Cook supports the Head Chef and Sous Chef by maintaining consistency, organisation, and a professional kitchen environment that contributes to exceptional guest satisfaction.
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Key Relationships

Internal	• All Departments • All F&B departments and outlets • All Kitchen staff	External	• Guests
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Key Accountabilities and Tasks

	Description
Main Responsibilities	• Assist in maintaining the smooth and efficient day-to-day operations of the kitchen to ensure maximum guest satisfaction. • Consistently follow directions and task allocations provided by senior chefs, maintaining the highest professional standards. • Comply with all legislative standards and company policies regarding safety, hygiene, and security. • Perform any other duties related to and consistent with this job description as directed by the Executive Chef, or in their absence, the Executive Sous Chef or Senior Chef. • Always maintain a professional and positive public image while on the premises. • Ensure full confidentiality is maintained in all aspects of work. • Uphold and demonstrate Skyline's purpose, values, and service culture in all interactions.
Kitchen Responsibilities	• Maintain effective communication within the kitchen team and with other departments to ensure efficient workflow. • Follow all instructions and directions given by senior members of the kitchen brigade. • Prepare, cook, and serve menu items such as burgers, pizzas, fish and chips, chicken dishes, and other items as directed by the Executive Chef or designated Chefs. • Accurately wash, cut, measure, and mix ingredients for cooking in accordance with recipes and portion standards. • Operate kitchen equipment safely and correctly, including grills, ovens, microwaves, and deep-fat fryers. • Clean and maintain food preparation areas, cooking surfaces, and utensils to the highest hygiene standards.



	• Assist with organizing and dispatching prepared food for service or delivery as required. • Be aware of and respond to guest feedback, including through comment cards and surveys, to continuously improve food quality and service. • Minimise wastage and spoilage through correct product handling and storage. • Ensure all food items meet established standards for portion control, quality, presentation, and service. • Report any product or equipment defects promptly to the Executive Chef, Head Chef, Sous Chef, or Senior Chef on duty. • Support cost control efforts by maintaining efficient use of ingredients and resources. • Maintain productivity and contribute to smooth kitchen operations during all shifts. • Assist with stocktakes and ensure any discrepancies are reported and investigated.
Guest Services Responsibilities	• Greet all guests warmly with a smile and a professional welcome. • Provide helpful assistance with guest enquiries and promote Skyline Queenstown activities in a positive and engaging manner. • Respond to guest complaints promptly and appropriately within established guidelines, ensuring a positive resolution whenever possible. • Maintain a consistently high standard of guest service, professionalism, and hospitality. • Always prioritise guest needs, delivering service that reflects the highest level of quality and care.
Other Responsibilities	• Work collaboratively with colleagues, fostering a supportive and positive team culture. • Assist with stock control, restocking, and proper inventory rotation within the kitchen. • Adhere to company sustainability practices, including minimizing waste and following recycling procedures. • Maintain flexibility by performing any other reasonable duties as requested by senior chefs or management.
Social, Environmental & Governance Sustainability	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:  People Caring for our people, our communities and our customers  Place A light footprint on the land, guardians of our places  Prosperity A value-driven responsible business • Ensure recycling and waste management practices are carried out where possible. • Maintain your work area to an environmentally acceptable standard. • Make suggestions for environmentally sustainable improvements.



Health & Safety	Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. • Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe. • Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures. • Champion and advocate H&S where appropriate in your everyday interactions. • Undertake H&S administrative processes as required.
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Knowledge, Experience & Qualifications

Desirable	• a passion for providing fantastic service and a genuine interest to work in the hospitality industry • experience working in a kitchen or food preparation environment
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Person Specification / Key Attributes

Essential	• highly organised • excellent communication skills • a positive "can-do" attitude and takes pride in their work • the ability to multi-task and the confidence to use your initiative • attention to detail and the ability to follow procedures and processes • ability to work efficiently under pressure while maintaining high standards
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Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:		
Employee Signature:		
Date:		

