



Position Description

Company	Skyline Queenstown	Date	October 2026
Title	Pastry Chef	Reports to	Executive Chef Head Chef Stratosphere Head Pastry 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 ensure that directions from the Head Pastry Chef and task allocation are consistently followed through to the highest professional standard.

Your performance will reflect Skyline's core values – being brave, caring, and committed to creating unforgettable moments. You will also contribute to a positive team environment by supporting your colleagues, sharing knowledge and helping ensure smooth daily operations to enhance overall guest experience.

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 Pastry Chef is responsible for supporting the efficient operation of the pastry kitchen by preparing and presenting high-quality products as directed by the Head Pastry Chef, and maintaining all legislative standards of safety, security, hygiene and administration.	
Key Relationships			
Internal		<ul style="list-style-type: none">All departmentsKitchen staff	External <ul style="list-style-type: none">GuestsSuppliers
Key Accountabilities and Tasks			
		Description	
General Responsibilities		<ul style="list-style-type: none">Assist in the efficient preparation of menu items, portion sizes, product quality, presentation, and service of all foods in the pastry kitchen, in accordance with the Skyline standards.To ensure that the Head Pastry Chef’s directions and task allocation are consistently followed through to the highest professional standard.To minimise breakages and losses, through safe storage and handling practices.To be proactive in the cleanliness of work areas, kitchen walls, floors, and storage areas.Monitor and maintain the legal procedures in regard to hygiene, safety, and security.To maintain high standards of personal presentation.Ensure kitchen plant and equipment is appropriately maintained and presented at all times, and any product or equipment defects are reported to the senior chef on duty.To maintain effective communication through active involvement with staff, an approachable communication style and accurate and timely reporting systems.	
Guest Services Responsibilities		<ul style="list-style-type: none">To greet all customers with a smile & welcome.To deal quickly and correctly with any guest complaint within established guidelines and escalate to a supervisor or manager as required.To ensure guest service is maintained to a high professional standard at all times.To ensure that the needs of the guests are given priority at all times, providing the highest level of quality service at all times.Monitor and reinforce excellence in guest service to reflect Skyline’s core values and standards of service.	
Other Responsibilities		<ul style="list-style-type: none">Any other duties which may be related to and consistent with the above job description as directed by the Executive Chef or nominee.Maintain a public image which is always compatible with the highest standards whilst on the premises or representing Skyline in a work capacity.Ensure all aspects of the company’s purpose and values are upheld.Ensure full confidentiality is maintained at all times.	



Social, Environmental & Governance Sustainability	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  People Caring for our people, our communities and our customers </div> <div style="text-align: center;">  Place A light footprint on the land, guardians of our places </div> <div style="text-align: center;">  Prosperity A value-driven responsible business </div> </div> <ul style="list-style-type: none"> • 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	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • 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.
Knowledge, Experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Relevant experience within a similar high-end and high-volume kitchen. • Extensive knowledge of patisserie with good technical ability and a great eye for detail.
Desirable	<ul style="list-style-type: none"> • Experience in buffet production.
Person Specification / Key Attributes	
Essential	<ul style="list-style-type: none"> • A passion for providing fantastic service and ability to produce a quality product. • A high standard of food safety and hygiene. • Highly organised, reliable and dependable. • 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.

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:	

