Position Description

Company	**Skyline Queenstown**	**Date**	**October 2025**
Title	**Food & Beverage Floor Manager**	**Reports to**	**Restaurant & Bar Manager** **Café Manager** **Food & Beverage Manager**
Team	**Food & Beverage**	**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 the highest standards of guest service, food and beverage quality, and operational efficiency across all Skyline Food & Beverage outlets. The Floor Manager is responsible for leading and developing the F&B team, maintaining a culture of continuous improvement, monitoring performance, and ensuring financial and operational targets are achieved. This role serves as a key point of contact for guests, staff, and management, ensuring exceptional experiences, smooth daily operations, and alignment with the company's values and vision.

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 Food & Beverage Floor Manager is responsible in conjunction with the F&B management team for the effective management and control of staff, guest services functions and overall operations of Skyline food & beverage outlet. To ensure the highest standards of product quality, internal and external guest service while maximizing profitability in all areas.

Key Relationships			
Internal	• All Food & Beverage Departments & Outlets • All other Departments	**External**	• Guests • Suppliers

Key Accountabilities and Tasks	
	Description
General Responsibilities	• Managing and continuously improving the standards and quality of product and service in the Skyline food & beverage outlets • Confer with customers to assess their satisfaction with meals and service. • Communicate guest satisfaction results to the Food & Beverage staff. • Liaise regularly with the F&B Management Team, Head Chef, and outlet staff on quality issues, recommendations for improvement, and service initiatives. • Formulate and implement action plans with relevant personnel to improve work performance as required. • Perform periodic quality audits in the F&B outlets. • Deal promptly and appropriately with guest complaints within established guidelines. • Respond to guest enquiries and questions about Skyline and Queenstown, providing accurate and helpful information. • Ensure that the needs of all guests are prioritized over other activities, consistently delivering the highest level of quality guest service. • Promptly address and resolve guest requests and queries in a timely and efficient manner. • Observe guest interactions to ensure satisfaction with all products and services. • Ensure that dining facilities are clean, functional, and visually appealing, and fully compliant with health and safety regulations. • May take reservations, greet guests, and assist in taking orders to ensure a high standard of service.
Staff Management & Development Responsibilities	• Maintain a culture of continuous improvement regarding staff performance and quality of service. • Ensure all Skyline Queenstown Food & Beverage staff are appropriately attired and presented at all times. • Recruit, induct, and train new staff in line with company policy.

	• Assist the F&B Management Team with staff rostering to minimize labour costs while ensuring sufficient coverage. • Monitor and manage staff performance, ensuring reviews and development needs are identified and addressed. • Provide leadership that motivates staff, promotes enthusiasm, and aligns with company vision and objectives. • Immediately advise the F&B Management Team, People & Capability Team, and Quality Manager of any staffing issues that may result in disciplinary action. • Maintain up-to-date personnel records for all F&B staff. • Ensure staff are cross trained to provide skill flexibility to accommodate absences where practicable.
Financial & Operational Responsibilities	• Assist in achieving financial targets and implementing business plans and budgets. • Monitor stock control, reporting systems, operational issues, stock variances, and inventory; provide recommendations to the F&B Management Team. • Maintain accurate records of stock levels and financial transactions. • Assist the Hospitality Management Team in achieving budgeted wages and operational costs. • Identify operational inefficiencies and implement solutions to improve profitability. • Collaborate with the F&B Management Team on all aspects of staff management, including training, supervision, and performance.
Duty Manager Responsibilities	• Occasionally take on the role of Property Duty Manager as required. • Ensure full compliance with the Sale and Supply of Alcohol Act 2012 and company host responsibility policies. • Provide assistance to other Skyline Queenstown departments as needed. • Administer first aid and manage accidents and incidents according to company policies. • Serve as Chief Building Warden while on duty, managing emergencies in accordance with the company's Crisis Management Plan. • Support profitable and effective operation of all F&B outlets while maintaining budget objectives, customer care standards, and staff satisfaction.
Other Responsibilities	• Perform any other duties related to and consistent with the above job description, as directed by the F&B Managers or their nominee. • Always maintain a professional public image, in line with the highest standards, both on the premises and when representing Skyline in any work capacity. • Ensure that all aspects of the company's purpose, vision, and values are upheld in all actions and decisions. • Maintain full confidentiality regarding company information, staff matters, and guest-related issues.
Social, Environmental &	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:

Governance Sustainability	 • 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.

Knowledge, Experience & Qualifications

Essential	• Liquor license/Duty Managers license • First Aid Certificate • Hospitality Leadership experience (1+years) • Previous customer service experience in a fast-paced environment(1+years) • Experience in food and beverage operations or hospitality management • Excellent customer service and guest relations skills • Knowledge of service standards and sequence of service in F&B outlets
Desirable	• Experience in a Supervisor role (3+ years) • New Zealand Driver's License

Person Specification / Key Attributes

Essential	• highly organised • Reliable and dependable • excellent communication skills • a positive "can-do" attitude and takes pride in their work

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:		