



**We're Skyliners**  
Inspired by every smile.

## Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Food & Beverage Attendant	Reports to	Food & Beverage Manager Restaurant & Bar Manager Café Manager Floor Managers & Team Leader
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 deliver exceptional customer service and ensure guest satisfaction across all food and beverage outlets, including the Stratosfare Bar & Restaurant, Market Kitchen Café, and Conference & Events. The position supports a consistent, high-quality guest experience by maintaining service standards, anticipating customer needs, and fostering a welcoming environment.

### 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			
<b>Responsible for</b>	Food & Beverage Attendants are responsible for providing efficient, friendly, and professional service to all guests across food and beverage outlets. This role ensures that food and beverage offerings are delivered to the highest standard, maintaining a clean and welcoming environment, and supports the overall guest experience through attention to detail and excellent customer service.		
Key Relationships			
<b>Internal</b>	<ul style="list-style-type: none"> <li>• All Departments</li> <li>• All F&amp;B departments and outlets</li> <li>• Accounts/Reservations</li> </ul>	<b>External</b>	<ul style="list-style-type: none"> <li>• Guests</li> </ul>
Key Accountabilities and Tasks			
<b>Main Responsibilities</b>	<p><b>Description</b></p> <ul style="list-style-type: none"> <li>• Assist Skyline Queenstown to deliver quality, efficient, and professional service across all Food &amp; Beverage outlets.</li> <li>• To be responsible for the hygiene and cleanliness of designated food and beverage service and subsidiary areas throughout all outlets.</li> <li>• To ensure adequate security awareness of all food and beverage service outlets is maintained.</li> <li>• To ensure competent cash, cheque and credit card handling procedures are strictly adhered to.</li> <li>• Adhere to safety, security, hygiene, and compliance requirements, including the Sale of Liquor Act 1989.</li> <li>• Present a professional image through grooming, conduct and product knowledge.</li> <li>• To assist in any other area as and where directed to by the Duty Manager or Supervisor.</li> <li>• Maintain a consistent, high-quality dining experience throughout all outlets.</li> <li>• Maintain the cleanliness and sanitation of overall Food &amp; Beverage department.</li> <li>• Attend staff training, induction, and professional development as required.</li> <li>• Assist with training new staff to ensure consistent service standards.</li> </ul>		
<b>Guest Services</b>	<ul style="list-style-type: none"> <li>• Greet all customers with a smile and welcome guests warmly and professionally.</li> <li>• Deliver high-quality guest service across all Food &amp; Beverage outlets.</li> <li>• To deal quickly and correctly with any guest complaints within the established guidelines.</li> <li>• Handle guest enquiries and provide information about Skyline and Queenstown.</li> <li>• Prioritise guest needs at all times to ensure an exceptional experience.</li> <li>• To operate the Food &amp; Beverage Outlets within the guidelines relative to the sequence of service at a highly motivated and professional level.</li> </ul>		



	<ul style="list-style-type: none"> <li>Promptly respond to guest requests and queries by resolving issues in a timely and efficient manner.</li> <li>Observe guests and ensure satisfaction with food and beverages throughout all outlets.</li> </ul> <ul style="list-style-type: none"> <li>Work collaboratively with colleagues and support a positive team culture.</li> <li>Assist with stock control, restocking, and inventory rotation as required.</li> <li>Set up, clear, and reset tables or service areas to ensure smooth operation.</li> <li>Assist with the set-up and pack-down of functions, events, or conferences.</li> <li>Follow company sustainability practices, including waste reduction and recycling procedures.</li> <li>Perform any other reasonable duties as requested by leaders.</li> </ul>
<b>Social, Environmental &amp; Governance Sustainability</b>	<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: flex-end;"> <div style="text-align: center;">  <p><b>People</b> Caring for our people, our communities and our customers</p> </div> <div style="text-align: center;">  <p><b>Place</b> A light footprint on the land, guardians of our places</p> </div> <div style="text-align: center;">  <p><b>Prosperity</b> A value-driven responsible business</p> </div> </div> <ul style="list-style-type: none"> <li>Ensure recycling and waste management practices are carried out where possible.</li> <li>Maintain your work area to an environmentally acceptable standard.</li> <li>Make suggestions for environmentally sustainable improvements.</li> </ul>
<b>Health &amp; Safety</b>	<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"> <li>Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe.</li> <li>Conduct your work in a safe and reliable manner, adhering to Skyline's H&amp;S procedures.</li> <li>Champion and advocate H&amp;S where appropriate in your everyday interactions.</li> <li>Undertake H&amp;S administrative processes as required.</li> </ul>

<b>Knowledge, Experience &amp; Qualifications</b>			
<b>Essential</b>	<ul style="list-style-type: none"> <li>Previous customer service experience.</li> </ul>	<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience working in a café, restaurant, or similar hospitality environment.</li> </ul>
<b>Person Specification / Key Attributes</b>			
<b>Essential</b>	<ul style="list-style-type: none"> <li>Highly organised</li> <li>Excellent communication skills</li> <li>a positive "can-do" attitude and takes pride in their work</li> <li>the ability to multi-task and the confidence to use your initiative</li> <li>attention to detail and the ability to follow procedures and processes</li> </ul>		



## 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.

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

