



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Food & Beverage Team Leader	Reports to	F&B Floor Managers 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 safe, efficient, and profitable operation of food and beverage outlets. It involves supervising the Food & Beverage team and managing the assigned area to ensure smooth day-to-day operations. The role requires maintaining consistently exceptional guest service standards, supporting staff development and training, and ensuring that operational procedures are followed to achieve high levels of quality, efficiency, and customer satisfaction.

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.



skyline.co.nz

Scope of Role			
Responsible for		The Food & Beverage Team Leader is responsible for overseeing the daily operations of food and beverage outlets, managing and supervising the Food & Beverage team, ensuring high standards of guest service, maintaining operational efficiency, and supporting staff training and development to achieve business and customer satisfaction goals.	
Key Relationships			
Internal		External	
- All Food & Beverage Departments & Outlets - All other Departments		- Guests - Suppliers	

Key Accountabilities and Tasks	
General Responsibilities	Description
	- Monitor and manage staff performance at an operational level - Provide on-the-job coaching, product training, and identify personal/skill development needs - Support the training and onboarding of new employees to ensure they meet operational and service standards - Monitor and reinforce excellence in guest service standards - Maintain effective communication with staff and the wider team - Foster a culture of continuous improvement in all aspects of food and beverage operations - Promote staff motivation, enthusiasm, and commitment through clear direction and leadership - Ensure the bar and restaurant are set up correctly for optimal service standards and speed - Adhere to company presentation standards at all times - Maintain cleanliness of back-of-house areas
Sales & Guest Services Responsibilities	- Ensure all team members actively up-sell and promote departmental promotions - Operate Food and Beverage outlets according to sequence of service guidelines - Maintain security awareness in all food and beverage outlets - Ensure strict adherence to cash, cheque, and credit card handling procedures - Secure all cash, stock, equipment, and consumables appropriately - Ensure accurate billing at all times - Comply with food and beverage service standard operating procedures to maintain high standards - Always prioritise guest needs - Assist in setting standards for product and service quality - Monitor guest satisfaction levels - Assist with customer enquiries and feedback



Other Responsibilities	- Address guest complaints promptly and correctly within established guideline - Maintain a public image aligned with the highest possible standards on and off the premises
	- Attend regular training sessions and departmental meetings - Work collaboratively with colleagues and support a positive team culture. - Assist with stock control, restocking, and inventory rotation as required. - Set up, clear, and reset tables or service areas to ensure smooth operation. - Assist with the set-up and pack-down of functions, events, or conferences. - Follow company sustainability practices, including waste reduction and recycling procedures. - Perform any other reasonable duties as requested by leaders.
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.
Knowledge, Experience & Qualifications	
Essential	- Previous customer service experience in a fast-paced environment. - 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	- Liquor license/Duty Managers license - Experience in upselling and driving departmental promotions



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Person Specification / Key Attributes

Essential

- 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

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:		

