



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Kitchen Hand	Reports to	Executive Chef Head Chef Senior Chefs
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 smooth, efficient, and professional daily operation of the kitchen, ensuring an exceptional dining experience and maximum guest satisfaction, with a primary focus on dishwashing and pot-washing duties. The role is also responsible for assisting in maintaining the highest standards of hygiene and sanitation, in line with current legislative and company requirements.

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 Kitchen Hand is responsible for supporting the smooth operation of the kitchen by ensuring all dishes, utensils, and equipment are cleaned to the highest standard, and by maintaining strict levels of hygiene and sanitation in accordance with legislative and company requirements. This role plays an important part in keeping work areas clean, organised, and safe, assisting chefs with basic food preparation, and ensuring the efficient operation of dishwashing equipment. By contributing to the cleanliness, efficiency, and overall functionality of the kitchen, the Kitchen Hand helps the culinary team deliver an exceptional dining experience for every guest
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Key Relationships

Internal	<ul style="list-style-type: none">• All Departments• All F&B departments and outlets• All Kitchen staff	External	<ul style="list-style-type: none">• Guests
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Key Accountabilities and Tasks

	Description
Main Responsibilities	<ul style="list-style-type: none">• Ensure the efficient operation and optimum performance of dishwashing machines.• Maintain cleanliness of all kitchen floors, walls, ceilings, and storage areas.• Assist in the cleaning and daily maintenance of grills, ovens, fryers, hoods, mixers, stoves, brat pans, and all other specialty kitchen equipment.• Perform duties as indicated on the daily cleaning roster.• Minimise breakage and other losses through safe storage and handling practices.• Report all breakdowns and kitchen maintenance requirements promptly.• Assist with basic preparation of vegetables and other produce under the guidance of the Duty Chef.• Maintain high standards of personal, kitchen, and food hygiene in line with legislative and company requirements.• Assist with general food preparation tasks as directed.• Clean kitchens, food preparation areas, and sculleries.• Clean cooking and general utensils used in kitchens and restaurants.• Transfer, weigh, and check supplies and equipment.• Assemble and prepare ingredients for cooking, including salads, savouries, and sandwiches.• Pack food and beverage trays for service
Guest Services Responsibilities	<ul style="list-style-type: none">• Deliver and maintain exceptional guest service standards when required.• Respond promptly and professionally to guest enquiries, requests, and complaints, resolving issues within established guidelines or escalating when appropriate.• Provide accurate information about Skyline, its offerings, and Queenstown, referring guests to the relevant department or senior staff when required.



	<ul style="list-style-type: none"> Consistently prioritise guest needs, ensuring all interactions contribute to a positive and memorable experience.
Other Responsibilities	<ul style="list-style-type: none"> Undertake any other duties related to and consistent with this position as directed by the Senior Chefs, Executive Chef, or Head Chef. Always maintain a professional public image while on the premises or representing Skyline in a work capacity. Uphold all aspects of the company's purpose, values, and service standards. Take customer orders and process payments accurately and efficiently when required.
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: flex-end;"> <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	
Desirable	<ul style="list-style-type: none"> a passion for providing fantastic service and a genuine interest to work in the hospitality industry Relevant experience in similar environment
Person Specification / Key Attributes	
Essential	<ul style="list-style-type: none"> 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



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:	

