

# ILT

## For Our Community

## Food & Beverage Agent

### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.

**7 days a week, rostered**



## WHY THIS ROLE EXISTS

Our Food & Beverage agents are essential in our effort to deliver an exceptional guest experience in our restaurants and bars.

## WHAT YOU WILL DO

Attend to guests food & beverage needs by providing knowledgeable and professional service. Working quickly and efficiently whilst upselling and maximizing sales wherever possible, leaving our guests feeling well looked after and enjoying a positive experience.

## KEY OUTCOMES

- To represent the hotel's high standards of personal presentation and behaviour at all times.
- The needs of the customer are given priority over all other activities providing the highest level of quality customer service at all times.
- Knowledgeable in all products available
- Department is always well presented and stocked up.
- Quality food and beverage service is maintained to a high professional standard at all times  
All daily duties are carried out and that the restaurant / cafe / bar /function is ready for the specified service.
- All standards of safety, security, hygiene are adhered to
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

## YOU BRING TO THE ROLE

- A professional appearance with a positive attitude adaptability and flexibility.
- Outstanding communication skills, both amongst team members and with guests.
- Passion for delivering an exceptional guest experience
- Ability to make independent decisions to ensure guest satisfaction whilst adhering to management guidelines.
- Energetic, upbeat personality with the ability to interact well with a variety of clientele.
- Enjoys interaction with customers and building positive relationships.
- Proven food and beverage experience and able to thrive in a high pressure environment