

ILT

For Our Community

Food & Beverage Captain

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

To ensure the successful management and operation of the selected hospitality areas with top class service and guest experience.

WHAT YOU WILL DO

Be responsible for quality customer service within the food and beverage service operation whilst ensuring the fire, hygiene, health & safety and Sale and Supply of Alcohol 2012 requirements are met to the highest level.

KEY OUTCOMES

- Excellent customer service is received by all guests, providing a positive experience, encouraging them to return.
- The department is profitable and competitive in the marketplace.
- Staff are knowledgeable in all products available and incredibly engaged
- Department is always well presented and stocked up, cabinet food is fresh and displayed in an appealing way to the eye
- Customers receive attentive caring and friendly service, therefore providing a desire to return.
- Ensure the pre-determined budgeted targets are met including sales, wage costs and cost of sales
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training.
- Champion, comply and promote health, safety and wellbeing within ILT

YOU BRING TO THE ROLE

- Strong people skills with leadership ability, a team player and a team builder
- Energetic, upbeat personality with the ability to interact well with a variety of clientele.
- Outstanding communication skills
- Proven food and beverage experience and ability to thrive in a high pressure environment
- Systems orientated person that can implement promotions effectively
- Relevant computer skills to keep up with social media activity and knowledge of online booking systems.
- Passion for delivering an exceptional customer experience
- Community focused with a passion for people and the community
- A professional appearance with a positive attitude adaptability and flexibility.