



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Buffet Host	Reports to	Executive Chef Head Chef Sous 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 ensure the buffet is set up, replenished, and maintained to the highest standards during lunch and dinner service, supporting a smooth and efficient dining experience and delivering exceptional service to all guests.

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.

**we're
brave**

**we
care**

**we
do**



skyline.co.nz

Scope of Role

Responsible for

The Buffet Host is responsible for preparing, replenishing, and maintaining the buffet throughout lunch and dinner service, ensuring food is presented attractively and kept at the correct temperature. This role includes cleaning and resetting the buffet area, assisting guests as required, and supporting the restaurant team to deliver a seamless and high-quality dining experience.

Key Relationships

Internal

- All Departments
- All F&B departments and outlets
- All Kitchen staff

External

- Guests

Key Accountabilities and Tasks

Main Responsibilities

Description

- Assist in maintaining the smooth and efficient operation of the buffet to ensure maximum guest satisfaction.
- Refill designated buffet stations efficiently and in a timely manner, ensuring the buffet is always well-presented and clean.
- Ensure all food is returned to the kitchen and stored according to SOPs and hygiene regulations at the end of service.
- Collect and organise food labels in the Pastry, Cold, Salad, and Hot sections.
- Wipe down all food labels after service to maintain hygiene standards.
- Maintain safety and hygiene standards in line with legislative requirements.
- Maintain a professional public image compatible with the highest standards while on the premises.
- Regularly clean the sneeze guard to uphold a sanitary environment.
- Complete Chomp Training and any additional Food Safety training as required.
- Report any product or equipment defects to the Executive Chef, Sous Chef, or Senior Chef on duty.
- Ensure effective communication within the team and with other departments.
- Follow instructions and directions given by senior members of the kitchen brigade.
- Be aware of and respond appropriately to guest feedback.
- Minimise wastage and spoilage through the correct utilisation of products.
- Undertake any other duties related to and consistent with this job description as directed by the Senior Chef or Sous Chef.

Guest Services Responsibilities

- Greet all guests warmly with a smile and a welcoming attitude.
- Assist with guest enquiries and comments, actively promoting Skyline Queenstown.
- Respond promptly and appropriately to guest complaints, resolving issues within established guidelines.
- Always maintain a high standard of guest service.



Other Responsibilities	Prioritise the needs of guests over all other activities, consistently delivering the highest level of service and quality.
	- Maintain knowledge of departmental offerings, products, and services to provide accurate information to guests. - Report any guest feedback or operational issues to the appropriate Head of Department or Senior Management. - 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.
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	
Desirable	- 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	- 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:

