

Job Description



JOB TITLE: 25 Degrees Front of House

LOCATION: Lake Tekapo

POSITION TYPE: Onsite

WORKING HOURS: Rostered (Mon-Sun)

REPORTS TO: 25 Degrees Lake Tekapo Manager

Purpose

The mission is to provide exceptional customer service, ensuring that guests have a positive and memorable dining experience.

This involves greeting guests, managing reservations, taking orders, and addressing any issues that arise.

You will ensure that the restaurant is always clean resulting in a comfortable environment for our guests to dine in.

Responsibilities

- Enable a 'Customer First' attitude and culture throughout the team
- Ensure that all guests' needs are met promptly including being seated and served
- Communicate logically, fluently, and succinctly to ensure messages are understood by the 25 Degrees team
- Ensure the company health and safety protocols are always adhered to
- Ensure we are always adhering to the responsible host guidelines
- Work with General Manager to ensure stock is controlled for smooth operation

Skills / Qualifications

- 1+ year of restaurant experience (advantageous)
- Practical Problem Solver
- A genuine interest in food and NZ produce
- Excellent time management & communication skills
- Exceptional attention to detail

Key Working Relationships

Internal:	<ul style="list-style-type: none">○ Kitchen employees○ Duty Manager(s)○ 25 Degrees Lake Tekapo Manager
External:	<ul style="list-style-type: none">○ Public

Performance Metrics

Key Deliverable

Means of Achieving

Warm and Professional Greeting	<ul style="list-style-type: none"> ○ Greet guests warmly as they enter the restaurant, making them feel welcome and valued, do so with a friendly smile and eye contact to ensure the guest feels positive on first impression ○ Manage reservations and walk-ins effectively to minimise wait times and ensure guests are seated promptly ○ All complaints are escalated to the manager or duty manager
Effective Communication	<ul style="list-style-type: none"> ○ Take orders accurately and communicate them clearly to kitchen employees. ○ Ensure any special requirements or dietary restrictions are noticed and conveyed properly ○ Engage with guests throughout their meal, checking in to ensure they are satisfied and address any concerns promptly
Health & Safety	<ul style="list-style-type: none"> ○ Keep the dining area clean and tidy, including tables, floors, and restrooms. Regularly check and maintain cleanliness standards to ensure a pleasant environment for guests ○ Follow health and safety protocols to ensure the wellbeing of both guests and employees. This includes proper handling of food and beverages, as well as adhering to hygiene standards ○ All health & safety protocols are adhered to ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form ○ Report any major incidents using the incident management table without delay
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>One In a Million At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.</p> <p>Reach For It Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.</p> <p>Sense of Place</p>

We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.