

# Job Description



**JOB TITLE:** 25 Degrees Duty Manager

**LOCATION:** Lake Tekapo

**POSITION TYPE:** Permanent onsite

**WORKING HOURS:** Rostered (Mon-Sun)

**DIRECT REPORTS:** Front of House employees (while on shift)

**REPORTS TO:** 25 Degrees Lake Tekapo Manager

## Purpose

The mission is to oversee daily operations, guarantee employee productivity, monitor the efficiency of all processes, and foster a positive work environment for employees during your shift.

Additionally, it involves maintaining a high standard of customer service and ensuring the smooth functioning of operations during shifts, in alignment with restaurant policies and procedures.

Furthermore, it is essential to always maintain a high standard of cleanliness throughout the restaurant and ensure that you adhere to the responsible host code of conduct.

## Responsibilities

- Ensure all employees deliver the best guest experience according to 25 Degrees brand standards
- Ensure that all fire safety procedures are followed, and employees are trained
- Ensure the restaurant is always clean and tidy
- Ensure that financial reports are accurate and completed in a timely manner
- Ensure that all Health & Safety policies and procedures are always adhered to
- Identify and suggest areas to improve such as guest touch points
- Represent management in their absence always acting as an ambassador to the restaurant
- Handle guest requests accordingly
- Carry out other duties where required

## Skills / Qualifications

- 2+ years' experience in a similar role
- Duty Manager licence to serve alcohol
- Good command of written and spoken English
- Technology savvy and familiar with POS systems
- Customer experience
- Team player with a positive, can-do attitude
- Embraces personal accountability, sense of ownership
- Passion for the hospitality industry and New Zealand ingredients
- Excellent time management & communication skills
- Logical thinker

## Key Working Relationships

|           |                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal: | <ul style="list-style-type: none"> <li>○ 25 Degrees Lake Tekapo Manager</li> <li>○ 25 Degrees Employees</li> <li>○ Operations Manager – South Island</li> </ul> |
| External: | <ul style="list-style-type: none"> <li>○ Suppliers</li> <li>○ Guests</li> </ul>                                                                                 |

## Performance Metrics

| <i>Key Deliverable</i>           | <i>Means of Achieving</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staff Supervision & Coordination | <ul style="list-style-type: none"> <li>○ Ensure that all front and back of house employees are performing their duties effectively and adhering to the restaurant's standards</li> <li>○ Assist employees with any issues or questions they may have, and provide training or coaching as needed</li> <li>○ Conduct thorough handovers with incoming and outgoing duty managers to ensure continuity of operations</li> </ul>                                                                                                                                                                                           |
| Customer Service Excellence      | <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Manage reservations and walk-ins effectively to minimise wait times and ensure guests are seated promptly</li> <li>○ Address guest complaints and requests promptly and professionally, ensuring guest satisfaction</li> <li>○ Be visible and accessible to guests, providing assistance and information as needed</li> </ul>                                             |
| Operational Oversight            | <ul style="list-style-type: none"> <li>○ Ensure that all areas of the restaurant are running smoothly, including front desk, kitchen, and dining areas</li> <li>○ Ensure that all restaurant policies and procedures are followed by staff</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   |
| Effective communication          | <ul style="list-style-type: none"> <li>○ Take orders accurately and communicate them clearly to kitchen employees.</li> <li>○ Ensure any special requires or dietary restrictions are noticed and conveyed properly</li> <li>○ Engage with guests throughout their meal, checking in to ensure they are satisfied and address any concerns promptly</li> </ul>                                                                                                                                                                                                                                                          |
| Health & Safety                  | <ul style="list-style-type: none"> <li>○ Regularly inspect the restaurant to ensure that safety and security standards are met</li> <li>○ Be prepared to handle emergencies, such as medical incidents, fire alarms, or security breaches, and coordinate with relevant authorities if necessary</li> <li>○ All health &amp; safety protocols are adhered to.</li> <li>○ Understand and adhere to all Haka H &amp; S procedures and policies</li> <li>○ All incidents are reported using the incident reporting form</li> <li>○ Report any major incidents using the incident management table without delay</li> </ul> |
| Core Values                      | Alignment with our core values is assessed by an annual 360-degree employee feedback process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

Our values are:

**Whanau**

The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.

**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.

**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.

**Purpose-driven**

Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.

**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.

**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.

**Sense of Place**

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