Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: Café Front of House Team Member

Reports to: Café Manager

About us:

Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community.
Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:

To be the most loved and memorable group of experiences in New Zealand

Our Purpose:

To create enriching experiences connecting people to each other and to our place.

Our Values:



About the role:

To contribute to a dynamic Café environment as a Front of House Team Member, leveraging my passion for hospitality and striving to foster a warm and welcoming atmosphere, ensuring that every guest feels genuinely cared for and respected. To prepare the dining room and service areas with all necessary mise-en-place for service. Treat customers in a professional, efficient, and courteous manner.

Responsibilities:

To ensure café service is prompt and efficient to meet the required standards

To ensure that the company and statutory hygiene standards are maintained in all areas

To ensure that you are always correctly and smartly dressed

To take customer food and beverage orders through our computerised till system

To ensure accurate monetary and electronic payment transactions and complete end of day balancing of tills

To undertake barista duties and prepare and serve hot and cold beverages

To prepare and serve on the spot food items, eg ice creams, cabinet foods etc

To clean tables and areas of service as soon as it is apparent that customers have finished

To assist FOH and kitchen teams with general duties

Must be able to describe accurate descriptions of foods and beverages proficiently.

That you offer professional and courteous service to each and every customer

To ensure and maintain a high standard of morale and to ensure that the causes of staff grievances are investigated, and the appropriate action is taken by a Supervisor

To ensure that consumable and non-consumable goods are handled and stored in correct conditions

To take necessary steps in the event of fire, evacuation, civil defence, burglary or theft

To ensure maximum security in all areas under your control and that you are fully aware of the importance of key security systems

The secure shut down of equipment and closure of the Café areas at the end of shifts

To ensure that all money transactions and customer communication are accurate

To be fully conversant with all statutory requirements regarding the food and beverage operation, that all licenses are not jeopardised

To circulate and be visible to all departments and are high profiled with customers and staff. To always be readily available to deal with situations with a courteous and efficient manner

To be fully aware of trends in the industry and make suggestions for improvements of the operation

To attend all required meetings

To report any maintenance or repair issues to a supervisor without delay

To carry out all reasonable requests and tasks which may arise from time to time not mentioned in the above
To ensure that all products in your department are satisfactorily stocked or a request to be ordered to maintain availability of advertised items

Candidate Requirements:

- Have a current complete First Aid certificate
- Have a strong understanding of cash balancing and reconciliation systems
- Have strong personal organisation skills
- Have high standards of personal cleanliness and take pride in his/her appearance
- Be Able to work as a member of a team
- Be flexible and adaptable
- Have good interpersonal skills necessary for dealing with the public

Limitations on Authority:

Matters which must be referred to the Café Manager in the first instance will include:

- Serious safety problems
- Maintenance problems, machine breakdowns
- Security breaks
- Health & Safety matters
- Major work problems preventing the performance of listed tasks and responsibilities.