

# JOB DESCRIPTION

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JOB TITLE

FOOD & BEVERAGE ATTENDANT

REPORTS TO

RESTAURANT MANAGER

DEPARTMENT

FOOD & BEVERAGE

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## POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and achieve excellence in all aspects of our business.

As a Food and Beverage Attendant, you will play an important role in delivering exceptional guest experiences across a range of our dining outlets and events. From relaxed café service and breakfast offerings through to functions and premium dining experiences, no two shifts are the same.

Working as part of a passionate and supportive Food and Beverage team, you will bring energy, professionalism and attention to detail to every interaction. You will contribute to creating memorable moments for our guests while supporting seamless day-to-day operations across the resort. A key part of this role is confidently enhancing the guest experience through thoughtful recommendations and upselling.

This is a dynamic and varied role, ideal for someone who enjoys working in a fast-paced environment and takes pride in delivering high-quality service.

## SUCCESS PROFILE

We are looking for someone who:

- Has previous Food and Beverage experience (preferred, but not essential)
- Demonstrates a passion for hospitality and delivering exceptional guest service
- Has strong communication skills and enjoys engaging with a wide range of guests
- Has confidence in making recommendations and upselling to enhance the guest experience and drive revenue
- Thrives in a fast-paced environment and can adapt to different service styles
- Brings a positive attitude and enjoys working as part of a team

- Shows initiative and a willingness to learn and develop new skills
- Is reliable and flexible, with availability to work a range of shifts including weekends and public holidays
- Previous experience using POS systems is advantageous – Agilysys System knowledge desirable

## POLICIES & PROCEDURES

- Ensure compliance with licensing laws, Health and Safety at Work Act 2015 and other statutory regulations
- Demonstrate a commitment to sustainability and environmentally responsible practices
- Maintain confidentiality of guest information in line with the Privacy Act 2020
- Follow all Millbrook Resort policies and procedures

## KEY ACCOUNTABILITY

### Guest Experience

- Provide warm, professional and attentive service from guest arrival through to departure
- Confidently present menus, make recommendations and enhance the overall guest experience through thoughtful upselling
- Respond to guest enquiries and feedback in a friendly and solution-focused manner
- Create a welcoming and positive atmosphere across all service areas

### Service Delivery

- Take accurate food and beverage orders and ensure clear communication with kitchen and bar teams
- Prepare and deliver food and beverages to a high standard
- Support a range of service styles including café, restaurant, breakfast and events
- Maintain strong product knowledge to confidently recommend food and beverage options
- Identify opportunities to upsell in a natural and engaging way, enhancing both the guest experience and overall revenue

### Operations & Presentation

- Maintain cleanliness and organisation of all work areas in line with resort standards
- Set and reset service areas to the required standard
- Ensure all service equipment and spaces are well presented and operational
- Accurately process transactions including cash, card and room charges

## Team Contribution

- Work collaboratively with fellow team members to ensure smooth service delivery
- Support colleagues across different Food and Beverage outlets when required
- Contribute to a positive, respectful and high-performing team environment
- Communicate effectively with both front of house and kitchen teams
- Follow directions as required from Management