

JOB DESCRIPTION

JOB TITLE

DRINKS CART ATTENDANT

REPORTS TO

GOLF OPERATIONS MANAGER

DEPARTMENT

GOLF OPERATIONS

POSITION OVERVIEW

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

The Drinks Cart Attendant is a key member of the Golf Operations team, responsible for delivering a friendly, professional and efficient food and beverage service to members and guests on course. The role supports the overall golf experience by anticipating guest needs, maintaining a visible presence on course and ensuring the drinks cart is operated safely, professionally and in accordance with Millbrook Resort standards.

SUCCESS PROFILE

- Previous experience in hospitality, food and beverage, golf operations or a customer-facing role is desirable.
- Excellent communication and interpersonal skills with a genuine focus on guest service.
- Confident and professional when interacting with members, guests and visitors.
- Ability to work independently, use initiative and make sound decisions while also contributing effectively to the wider Golf Operations team.
- Strong attention to detail and ability to maintain accurate records of sales, stock and complimentary items.
- Comfortable handling cash and/or electronic payments and following established transaction procedures.
- Sound understanding of responsible service of alcohol and willingness to comply with all liquor licensing requirements and Millbrook Resort procedures.
- Full clean Driver Licence desirable.
- Physically fit and comfortable working outdoors for extended periods and in changing weather conditions.

- Good knowledge of golf and the Millbrook Resort property is advantageous.
- Excellent timekeeping and flexibility to work weekends and public holidays as required by business needs.

POLICIES & PROCEDURES

- Ensure compliance with the Sale and Supply of Alcohol Act 2012, Millbrook Resort's liquor licence requirements, Health and Safety at Work Act 2015 and other applicable statutory regulations.
- Follow all responsible service of alcohol, host responsibility, age verification and intoxication management procedures.
- Implement and adhere to Golf Operations and resort policies and procedures.
- Maintain confidentiality of guest information at all times in line with the Privacy Act 2020.
- Show commitment to environmentally responsible and sustainable practices in the day-to-day operation of the drinks cart.
- Report any incidents, hazards, guest concerns or operational issues promptly to the Golf Operations team.

KEY ACCOUNTABILITY

- Deliver an exceptional on-course food and beverage experience to Millbrook members, guests and visitors.
- Set up, stock and prepare the drinks cart at the beginning of each shift, ensuring all products, equipment and presentation standards are ready for service.
- Operate the drinks cart safely and professionally throughout the golf course, using designated cart paths and following all Resort and Golf Operations requirements.
- Provide efficient drinks and snack service while maintaining a friendly, engaging and professional presence on course.
- Process sales accurately, including cash and/or electronic payments, and maintain accurate records of transactions.
- Monitor stock levels throughout the shift, minimise wastage and communicate replenishment requirements to the Golf Operations team.
- Maintain accurate records of drinks, snacks and other products sold or provided during the shift.
- Ensure all food and beverage products are handled, stored and presented in accordance with relevant food safety and Resort requirements.
- Check identification and follow responsible service procedures when alcohol is requested; do not supply alcohol where service is not permitted.
- Maintain a clean, tidy and well-presented drinks cart and service area at all times.
- Maintain a high standard of personal presentation and hygiene.

- Maintain communication with the Golf Shop / Starters Desk regarding course conditions, guest requirements, tee times, pace of play or any incidents requiring attention.
- Maintain awareness of groups on course and communicate relevant information to the Golf Operations team to support an efficient and enjoyable round.
- Assist with general Golf Operations duties when required, including supporting the team with guest enquiries and operational tasks.
- Identify and report hazards, incidents or unsafe behaviour that may impact guests, staff or other Resort users.
- Foster effective and positive internal and external customer relationships and consistently look for opportunities to exceed guest expectations.
- Complete end-of-shift procedures, including cleaning, restocking, securing equipment and submitting required sales/stock records.
- Undertake other reasonable duties within Golf Operations as directed by the Golf Operations Manager.