

## JOB DESCRIPTION

**JOB TITLE:** VISITOR EXPERIENCE - GALLEY

### FIXED TERM

**Reports to:** Manager

**Liaises with:** Crew, Volunteers, and Office staff and suppliers.

**Location:** Riverboat Center & Museum – Home of the Waimarie

**Purpose:** **To lead Galley operations, providing passengers with exceptional food and beverage services that contribute to a memorable and enjoyable experience, reflecting our commitment to heritage and hospitality.**

### RESPONSIBILITIES

#### OPERATIONS, PRODUCTION, PRESENTATION, AND SALES

- Oversee the day-to-day operations of Front of House, ensuring all food safety, handling, and hygiene legislation and guidelines are followed.
- Develop the menu and prepare food as required ahead of scheduled cruises or special events working with our external caterer (s) for catering when required
- Undertake daily cash-up and till balancing, accounting for, and reporting any discrepancies.
- Establish and maintain a good working relationship with all suppliers for the benefit of the operation
- Fill in as a barista for Ngaporo – Coffee bar when required.

#### ADMINISTRATION

- Efficiently operate all digital systems including POS, ordering, and stock control.
- Management and oversight of:
  - The Food Control Plan - maintaining good record-keeping
  - Daily cruise food orders, liaising with caterer/s and suppliers
  - Stock Management and rotation
  - Ensure food and alcohol are sold in keeping with the relevant legislation
- Ensure strict adherence to health, safety, and hygiene standards including food handling.
- Ensure galley stock is maintained and managed as per internal processes.
- Undertake a weekly stocktake
- Liaise with office staff regarding passenger numbers and ordering requirements.

#### FOOD AND BEVERAGE SERVICE

- Provide the highest level of friendly, professional customer service as a key point of contact to both our internal and external customers, creating a positive, friendly environment together with customer recognition and satisfaction

- Be a proactive member of our front-of-house team acting as ambassador for the organisation.
- Set up and prepare saloons and/or venue as required for private charters, daily cruises, and special events on board vessels and/or within the Riverboat Centre.
- Contribute to and identify ways to enhance and develop the service profile and reputation of our hospitality service.

We can work in a fast-paced and evolving environment, and from time to time you may be asked to undertake other jobs relevant to the overall operation.

**WHAT YOU WILL BRING**

- Flexibility
- Honesty and punctuality with exceptional communication skills
- Be a self-starter.
- The ability to work well independently and in a team alongside people from all walks of life.
- Maintain a high standard of personal appearance
- Be diligent with food safety and hygiene requirements.
- Professional, confident, and always demonstrating positive behaviour.
- Highly organised and approaches tasks and situations pragmatically and efficiently
- Excellent attention to detail.
- Ability to adapt to a busy and changing environment.
- Resilient and able to stay calm under pressure and utilising effective problem-solving skills.
- Ability to speak knowledgeably about the Waimarie, River history, and the Riverboat Museum or be proactive to learn.
- Understanding of Te Ao Māori and its relevance to our operations.
- Previous Café and hospitality experience essential.
- Administration experience and proven ability to manage busy service periods and multitask.
- Able and willing to work flexible hours including evenings and weekends, if required.

*Signed by the parties:*

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| Employer             | Date                 | Employee             | Date                 |