

Job Description

Job Title:	Food and Beverage Attendant	Department:	Food and Beverage
Reporting to:	Food and Beverage Outlet Manager	Direct Reports:	Nil

Vision, Mission and Values

Strive to achieve our vision:

"Building Great Memories"

Through our mission:

"The pinnacle of heartfelt Kiwi service, providing personalised local guest experiences in the centre of Auckland's diverse cultural scene."

By living our values daily:

*Connect from the Heart
Better Every Day
Do the Right Thing
One Team One Dream
Take Care of the World around Us*

Purpose of Position

The Food & Beverage Attendant is responsible for delivering consistently high standards of service across all outlets, ensuring every guest feels genuinely welcomed and valued. This role is about more than transactions, it's about creating memorable hospitality experiences that turn first-time guests into loyal repeat customers. Attendants are expected to embody the Cordis values, follow systems and standards, and contribute to a culture of excellence, teamwork, and guest loyalty.

Key Performance Areas

Role Specific

Guest Experience & Service

- Deliver warm, genuine, and professional hospitality in all guest interactions.
- Anticipate guest needs and create "WOW" moments that elevate the experience.
- Handle guest concerns with empathy, urgency, and proactive resolution.
- Recognise VIPs and returning guests; ensure their needs are met or escalated appropriately.
- Provide accurate information and recommendations about menu, wine list, and hotel services.
- Follow through on guest requests (cakes, flowers, amenities) with accuracy and attention to detail.
- Actively upsell and promote hotel offerings to achieve average check and beverage targets.

Operations & Systems

- Work across all Food & Beverage outlets as rostered (Eight, Chandelier Lounge, Banquets, In Room

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Dining, Our Land, Club Lounge).

- Follow service systems and SOPs consistently to ensure smooth and reliable operations.
- Ensure all food and beverage items are presented at the highest quality and standard.
- Set up and maintain outlet furniture, décor, and equipment according to hotel standards or BEOs.
- Maintain cleanliness and order in both front and back-of-house areas.
- Ensure daily cash handling, till use, and control procedures are followed with accuracy.
- Support sustainability goals by separating waste, using resources sensibly, and reporting improvements.
- Prepare Club Lounge and suites as required, supporting VIP and butler-style service.
- Minimise stock waste, errors, and inefficiencies in service.

Teamwork & Culture

- Work collaboratively with colleagues to deliver seamless service.
- Actively participate in pre-service briefings, sharing guest feedback and service focus points.
- Use initiative to support colleagues and deliver beyond expectations without needing supervision.
- Maintain grooming, uniform, and professional standards at all times.
- Contribute positively to team morale and uphold the Cordis service culture.

Consistency & Accountability

- Ensure every service interaction meets Cordis standards and SOPs.
- Take responsibility for own performance and contribute to team accountability.
- Communicate guest feedback and service issues to Supervisors/Managers promptly.
- Deliver consistently against KPIs, audits, and guest feedback metrics (Mystery Shopper, Medallia, ReviewPro, i-Auditor).

Sustainability

- Contribute towards the hotel sustainability goals by:
 - separating waste from your area of work into correct bins, especially food waste;
 - using chemicals in accordance to their fact sheets specification;
 - dispose of hazardous substances or materials in the correct manner;
 - use natural resources sensibly, avoiding waste;
 - reporting any areas of improvement to my department's CONNECT champion.

For All Colleagues

- Actively source and use guest and colleague names; making eye contact, smiling and approaching immediately
- Provide efficient, friendly and professional service, using your initiative, to all guests, colleagues etc., bringing life and meaning to our VMOV and essentials
- Live by the principles of our Vision, Mission, Values and Essentials, our Welcome Handbook, hotel Standard Operating Procedures and policies, adhering to these expectations.
- Be flexible with rostered days off, shifts and hours
- Achieve quality standards in order to achieve consistency via e.g. Key Performance Indicators, i-Auditor tools, Mystery Shopper audits, Medallia etc.
- Promote revenue generating opportunities being familiar with the hotel's products and services
- Utilise internet and email in conjunction with Cordis, Auckland Internet, Social Media and Email policy
- Ensure all elements of HACCP are met
- Ensure all hotel standards are met and / or exceeded
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson
- Participate in our CONNECT program
- Work in other areas of the hotel as requested
- Any other reasonable task as requested by Hotel management

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- Communicate all positive feedback and feedback relating to areas for concern to colleagues in a timely manner

Health & Safety

- Active participation; working in line with and as required by, Health & Safety legislation and hotel policies, procedures and expectations, while encouraging other colleagues to participate
- Comply with the Health & Safety policy statement, H&S policies and procedures and the relevant H&S Business Plan
- Work in a safe manner, providing a safe workplace to all colleagues
- Use protective/safety equipment wherever provided and required
- Fully understand departmental fire, evacuation and emergency procedures
- Accurate and timely reporting of all hazards, incidents and work related injuries to your supervisor or manager

Essential Skills, Attributes and Experience

- Superior Customer Service skills
- Proactive in taking initiative
- Excellent communicator, team player, empathetic and patient
- Strong ability to communicate in written and spoken English
- Strong attention to detail
- Time management, listening, conflict resolution, selling and marketing, negotiation skills
- Displays a sense of urgency
- Business acumen and strategic focus
- Displays flexibility and high energy levels
- Motivate self and others
- Displays quality team work
- Able to build and maintain relationships
- Displays service mentality and attitude
- Able to delegate
- Values diversity
- High level of personal and professional integrity and trustworthiness with strong work ethics
- Ability to work independently with excellent communication and presentation skills, both verbal and written

Success Factors

Business

Business Focus
Customer Focus

Self

Functional proficiency
Ownership of Results
Decision Making
Innovation

Leadership

Leadership skills
Communication
Teamwork
Staff Development and Coaching

Your success in demonstrating these competencies will be communicated through the PRIDE Appraisal performance management process.

It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.

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I understand that this job description may be subject to change by the management of Cordis, Auckland.

I have read and understood this job description and agree to carry out the duties listed above. I accept responsibility for the awareness of modifications and/or changes to this job description. I can perform the functions of this position as indicated above.

Name *(Please print)*

Signature

Date