

POSITION DESCRIPTION

Position Title:	Casual Event Staff
Reports to:	Event Manager
Location:	Blenheim

Role Purpose

The Casual FOH Service Attendant is responsible for assisting with the smooth running of the Food and Beverage service operations of the theatre, complex and external events on a case by case casual basis.

Key Accountabilities

Key Area of Accountability	Responsibilities/Results
Operations	<ul style="list-style-type: none"> • Set up and preparation of service points for theatre patron catering as per individual event instructions • Prepare in-theatre service trays/trolleys, ensuring they are ready immediately prior to scheduled interval periods. • Set up banqueting requirements as per individual event instructions. • Ensure all set ups are carried out with a high degree of accuracy, and optimum levels of presentation. • Ensure the highest levels of cleanliness are maintained at all times. • Ensure the correct assembling of all equipment that needs to be used. • Operate Point of Sale systems and other equipment when required. • Report on damaged equipment and property to The Duty Manager immediately it is identified. <p><i>Key Results:</i></p> <ul style="list-style-type: none"> • Equipment assembled to 100% accuracy • No damaged equipment in Theatre and/or received • At any given time, all records are 100% correct • All operations carried out to required standard

Owned and operated by



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Customer Service	<ul style="list-style-type: none"> • Ensure clients' requests and needs are accommodated accurately and in a timely fashion. • Ensure that the equipment is set up and removed in a timely fashion • Handle all monetary transactions efficiently and accurately • Report client feedback to The Duty Manager • Ensure the "Guide for Safe Working Practices in Theatres and the Entertainment Industry" is adhered to • Ensure the highest level of customer service is maintained throughout the delivery of all food and beverage operations. <p><i>Key Results:</i></p> <ul style="list-style-type: none"> • Positive feedback from clients • All service requirements are carried out to 100% satisfaction levels
General Duties	<ul style="list-style-type: none"> • Complete fire safety and security duties when required • Assist with other duties when required such as; ushering, cleaning and any other duties as required <p><i>Key Results:</i></p> <ul style="list-style-type: none"> • All duties carried out to 100% satisfaction level/s

Essential Skills/Competencies/Experience/Qualifications

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| <ul style="list-style-type: none"> • Sound understanding of quality service standards • High standards of personal presentation and grooming • Attention to detail • The ability to work under pressure • Sound cash handling skills • Good knowledge of relevant safety regulations • Well organized and able to manage time effectively • Able to work with minimum supervision • Be a team player |
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Physical Demands

- To work under pressure of time restraints
- To remain calm and pleasant at all times
- To move and erect furniture, service equipment and stock.
- To cope with listening and following instruction in areas of loud noise