

Job Description

POSITION:	Chef & Lodge Host
LOCATION:	Broken River Ski Area, Craigieburn Forest Park
REPORTING TO:	Guest Services Supervisor

CONTEXT

Broken River Ski Area is operated by the Broken River Ski Club. It offers an alternative to skiers, tele-markers and snowboarders who are looking to experience back to basics fun in the snow. Situated in the Craigieburn Forest Park, one and a half hours drive from Christchurch, it operates five rope tows; one day lodge; four accommodation lodges; a 7km access road and tramway.

The terrain at Broken River consists of a large open basin with easy access to the backcountry. Only the beginner and some intermediate areas are groomed, the remainder being off-piste. The club operates an extensive snow safety programme and is a participant in the NZ Avalanche Information Exchange and Advisory program. Six to seven other staff are employed in management, ski school, snow safety, ticketing and accommodation, lodging, ski patrol, grooming and general maintenance. The season runs from late June to early/mid October. Given the small size of the operation, staff are required to contribute skills and work across several work areas. Staff accommodation is available on the mountain.

The catered accommodation lodge is situated at the top of the Tyndall Tramway. It is imperative Club members and guests electing catered or non-catered accommodation consistently receive a warm welcome and impeccable customer service. Catering involves breakfast and dinner planning and delivery to up to 70 guests and staff, as well as providing canteen lunch and snack food for Palmer Lodge day visitors.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To host guests and plan and prepare nutritious and delicious dinner and breakfast meals for guests and staff in a timely manner and within catering budget, whilst overseeing the smooth operation of the guest accommodation, supervising staff within their delegations. The position is supported by the *Administration & Guest Services Representative* and *Chef* during days off.

WORKING RELATIONSHIPS

- (a) Guest Services Supervisor - primary reporting
- (b) Ski Area Manager - secondary reporting
- (c) Administration & Guest Services Representative - support and tasking
- (d) Staff - assist where required, delegate, coach and support
- (e) Guests and Club members - friendly customer service
- (f) Committee and Club technical (support) champions - liaison, advice and support
- (g) Neighbouring ski area staff and other agencies involved in the operation of ski area -

liaison and support.

TASKS

Areas of Responsibility	Actions that demonstrate work at the required level	Performance Indicators
Supervisory	<p>Allocate tasks to lodge and guest services staff and facilitate an efficient and communicative working environment</p> <p>Daily reporting to Guest Services Supervisor</p> <p>Resolution of issues around lodges, escalating larger issues to the Ski Area Manager</p>	<p>Staff are informed and performing efficiently and confidently</p> <p>Guest Services Supervisor is informed</p> <p>Minor issues are resolved quickly and efficiently</p>
Lodges and Kitchens	<p>Maintain, clean and tidy kitchens and lodges</p> <p>Provide services guests have purchased</p>	<p>Kitchens and lodges are well organised, safe and clean</p> <p>Kitchens are hygienic and adheres to FSA guidelines</p> <p>Guest expectations are met</p>
Provision of Food	<p>Formulate menus and order food and provisions, arrange transport, ration, date and store</p> <p>Prepare breakfast and dinner for Lodge guests</p> <p>Provide and oversee food and beverage in Palmer Lodge (day lodge)</p> <p>Food is nutritious, nourishing and ample serving size</p>	<p>Stock and costs are controlled</p> <p>Feedback from guests indicates meals are nutritious, delicious, sufficient in quantity and timely</p> <p>Guests are housed, fed and feel welcome</p> <p>Wastage is minimised</p>
Deliver Accommodation and Administration Functions	<p>Provide guidance and advance menu planning and preparation for others in your absence</p> <p>Assist with bookings, allocate bunks and welcome guests</p> <p>Assist with cleaning</p>	<p>Lodge and kitchen functions well during your absence</p> <p>Guests feel at ease in smoothly and efficiently managed lodges</p>
Build and Develop Relationships	<p>Host to lodge guests</p> <p>Lead and coach those assisting you</p> <p>Build and maintain effective and productive relationships</p>	<p>Feedback from guests, colleagues and members indicate positive and productive relationships exist</p>
Assisting with other Ski Area tasks	<p>All relevant club processes and procedures followed</p> <p>Operate tramway</p>	<p>Facilities operating well and customers satisfied</p>

	Assist in Canteen Clear snow as required from foot track and around lodges	
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The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Chef and Lodge Host will be required to accept and carry out other duties as assigned by the Guest Services Supervisor to contribute to the operation of the Ski Area.

HEALTH AND SAFETY

Under the Health and Safety at Work Act 2015 we and you must take all practical steps to ensure your own safety while at work and that no action, or inaction, by you causes harm to any other person while at work. As Chef and Lodge Host you have specific responsibilities for training and supervising others, as directed by the Ski Area Manager.

This means:

- Ensuring every worker has, or is supervised by a person with, the knowledge and experience to ensure that they and others are not harmed while they work
- Ensuring that workers are adequately trained in the safe use of plant, machinery and substances, and protective clothing and equipment is used
- Ensuring that workers are made aware of all hazards they may be exposed to, or create, while at work
- Informing workers what to do if an emergency arises while at work

EXTENT OF AUTHORITY

Standard operating procedures, policies complied with and delegations assigned to the position exercised.

PERSONAL SPECIFICATIONS

Essential Qualifications

- Chef qualification preferred

Experience

- Experience cooking for groups exceeding 30 guests essential
- At least two years practical experience and detailed knowledge of work as a chef and hospitality preferred
- Lodge management experience preferred

Key Abilities and Skills Requirements

Customer Service

- Values meeting the needs of customers
- Maintains good relationship with customers
- Fosters an environment where customer satisfaction is valued and delivered
- Guests, Club members, staff and industry associates feel welcome and safe
- Feedback from customers positive

Planning and problem solving

- Is able to plan and organise work and meet timeframes. Time management skills are key to getting the best results. Must possess the ability to recruit help where necessary - from both Club members and other staff
- Is able to think of the consequences of actions over the short term and longer term
- Is able to consider the implications of their actions on the work of others
- Able to stand outside a process or operation and determine where improvements need to be made and puts in place a logical approach to making improvements

Emotional intelligence (Interpersonal skills and awareness)

- Demonstrates an ability to understand self and others
- Is able to actively listen, engage and learn
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Is able to adapt to and work with people's differences to build strong relationships
- Maintain a constructive and open approach when dealing with parties
- Negotiates appropriately depending on target audience
- Seeks solutions rather than focusing on problems
- Works well with others

Other Skills

- Sound computer skills
 - Knowledge and experience of retail systems/cash handling
 - Ability to communicate clearly and succinctly and present information with logic and coherence
 - Has a current driver New Zealand (or applicable) licence
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SPECIAL CONDITIONS

1. Must be physically fit, a competent skier/snowboarder and able to work and show agility in an alpine environment
2. Requires own transport and be experienced in driving in snow and ice and fitting snow chains
3. Live in shared accommodation on the mountain with meals provided