

## CATERING VOLUNTEER POSITIONS

### Overview

Catering is one of the most memorable aspects of any major event delivery and we have to get it right first time every time, every day of the tournament. The RNZ 2011 Catering scope covers catering for match days at venues, team hotels, volunteer centres, operations centres and training grounds.

Catering delivery can range from a minimal provision of a bottle of water to a hard working volunteer right up to the delivery of fine dining to the most important and influential guests of the tournament.

Our philosophy is simple “our customers never forget!” we have a duty to make sure that each of these customers takes away memories of the best New Zealand has to offer.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
Standards Monitor	<p>Located at venues. Responsibilities include working as part of the catering monitor team ensuring the delivery and customer service standard required of the caterer are being achieved.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• live reporting</li> <li>• customer contact &amp; reporting feedback</li> <li>• checking product standards</li> <li>• assisting with workforce check in</li> <li>• monitoring standards of staff presentation &amp; grooming</li> <li>• liaison with caterer and venue logistics teams</li> <li>• customer contact &amp; reporting feedback</li> <li>• checking product standards</li> <li>• problem solving operational issues as they arise</li> </ul> <p>Effectively escalating issues. Some hands on set up and operational support to caterers may be required.</p>	<ul style="list-style-type: none"> <li>• Catering experience an asset but not essential</li> <li>• Strong customer service skills</li> <li>• Strong communication skills</li> <li>• Initiative</li> <li>• Hands on flexible approach</li> <li>• Friendly and efficient</li> </ul>