



REID CONSULTING SERVICES, INC.
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Position Available:
HEAD OF SERVICE

Tara Iti Golf Club - Mangawhai, North Shore, New Zealand

POSITION SUMMARY AND QUALIFICATIONS:

This is an EXCITING and ideal opportunity for a professional server with laser-like attention to detail and the finer points of service to take the next step to Head of Service! If you want to explore a new and beautiful country, love multitasking, and enjoy high class environments, this position is for you!

The Head of Service will be responsible for the complete dining experience at the Tara Iti Golf Club, both in the clubhouse and for outside events at alternative locations. However, you must love multitasking and be a true multidirectional thinker, because this position also has organizational and housekeeping aspects in order to maintain the Clubhouse to the highest degree both in appearance and level of service. As the Head of Service, you will be in charge of greeting and seating guests, monitoring their movements and communicating them to the wider team, and manage table, wine, bar, and coffee service with ease. You will also be expected to maintain the daily cleanliness of the Clubhouse along with weekly and monthly detailing and maintenance. In addition you will hold an important organizational role, and as such will be involved in training and managing staff, inventory management, event planning for outdoor dining events, and liaising with other departments to ensure the seamless delivery of impeccable service.

Reporting To: General Manager

CANDIDATE EXPERIENCE AND QUALIFICATIONS:

- **MUST HAVE:** Minimum 5 years of experience in a high end Food & Beverage establishment with proven achievement in guest satisfaction, operational efficacy, and event execution.
 - Barista training is a bonus!
- **MUST HAVE:** A working knowledge of wine, with the self-motivation to seek continuing education
- **MUST HAVE:** Amazing eye for detail
 - Let nothing go unnoticed, whether it's the cleanliness of the dining room floor, the presentation of the perfect cocktail, or the perfect table setting
- **MUST HAVE:** Basic computer skills
 - A strong command of Point of Sale system methodology and proficiency in Microsoft Office
- **MUST HAVE:** Superior "people skills", high emotional intelligence, and passion for creating memorable experiences for members and guests at the highest standard
 - The hospitality at Tara Iti is HIGHLY personalized, bespoke, and expertly tailored to individual members and guests
 - You must be able to engage with guests in a polite manner and accurately gauge their needs and moods in order to adapt
 - Tracking and updating member preferences for dissemination to the rest of the service team is vital in order to ensure harmonious service
- The successful candidate will:
 - possess superb time management skills
 - be well organized
 - understand that no job is beneath him/her, and that the overall reputation and appearance of the Club is tantamount
 - demonstrate self-motivation and self-discipline
 - be an active problem solver
 - be flexible and diverse, understanding that sometimes you will work alone and other times as an integral part of a team
 - have a great "can do" attitude with positive energy and professional personality
 - demonstrate personal pride and flawless attention to detail
 - understand that the privacy of its members is of the utmost concern

SALARY RANGE:

\$50,000 New Zealand Dollars. Click [here](#) to view information about the cost of living in New Zealand. Relocation expense assistance is available.

CLUB INFORMATION:

Located on the North Island of New Zealand, the world class private Tara Iti Golf Club features a brand new golf course designed by the world renowned Tom Doak, accompanied by an elegantly understated yet exceptionally functional clubhouse that includes onsite accommodations for its guests. This invitation-only club has adopted a philosophy of taking the game of golf back to a simple, natural experience. No golf carts are permitted, and all players walk. The course is true links with fescue grass covering both fairways and greens, and there are no traditional tee boxes - rather, rambling areas contain any number of possible starting positions for each hole.

This highly prestigious golf club offers superb recreational facilities to enjoy including:

- Tom Doak designed links golf course with sweeping views of the Pacific Ocean and neighboring offshore islands, voted “New Zealand’s Best” by Australian Golf Digest
- Complete fitness center
- Pristine clubhouse with outdoor fire pit
- Beach club perched upon the white sand beaches
- 8 luxury cabins, each with two rooms, and the option of guest ‘glamping’

Tara Iti is located 75 minutes’ drive north from Auckland (or a 15 minute helicopter flight) on the North Shore. Due to its subtropical climate and abundance of sunshine the North Shore of New Zealand boasts some of the most beautiful coastlines in the world, with the city of Auckland encompassing over 2,300 miles of coastline alone. Whether it’s white sand beaches or rugged rocky coastlines (the result of volcanic growth) you love to explore, New Zealand has it—although Eastern Australia is also just a 3.5 hour flight away.

The city of Auckland, also the major economical and financial center of New Zealand, is ethnically diverse and cosmopolitan, offering much in the way of culture, museums, a burgeoning food scene, sporting events, and plenty of outdoor activities with a strong emphasis on sailing and other water sports. In 2015, Auckland ranked 3rd in a survey of the quality of life in 215 major cities of the world.

FOOD AND BEVERAGE OPERATION:

This role will primarily look after the Clubhouse Dining Room and other Food & Beverage for lunch and dinner service (approximately 11 AM - 11 PM) for 5- 6 days a week over summer and up to 7 days a week during events and holidays. There will also be some rotation with the breakfast shift (depending on staffing), so a successful applicant should also be proficient with breakfast service, coffee service, and early morning hours if need be.

MEMBERSHIP DETAILS:

Approximately 250 members or less

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to: **Whitney Reid Pennell at whitney@consultingRCS.com**