



Position Title:	The Libraries Lounge (F&B) Duty Manager
Department:	Food & Beverage
Reports To:	The Libraries maître d'hôtel (primary), Restaurant Manager and Assistant Restaurant and Events Manager (secondary)
Job Family:	Individual Contributor

Purpose

In this role, you will be required to work pro-actively and independently. Show your passion for service by creating exceptional guest experiences, striving to ensure each guest experience is memorable. You will primarily operate The Libraries Lounge as our premium outlet for in house guests. However, your assistance and leadership may also be required to service the Bar, Restaurant, and Conference and Events. This role is often self-managed and requires confidence, speed and the ability to multitask. Essential personal attributes include a positive mindset, team player and can-do attitude, good communication skills and professional and neat presentation.

Key Relationships

Internal	F&B Duty Managers, Restaurant Manager, The Libraries maître d'hôtel, Assistant Restaurant and Events Manager, F&B Manager, kitchen team, Executive chef
External	Guests, potential customers, visitors, vendors, and contractors
Direct Report	The Libraries maître d'hôtel

Duties and Responsibilities

- Proactively track and accommodate guest preferences, including VIP bookings and in-house packages, to deliver highly personalised experiences.
- Oversee day-to-day Food & Beverage operations, primarily in The Libraries, ensuring clear communication, direction, and consistency across all service areas.
- Demonstrate exceptional beverage knowledge, with a strong focus on wine, alongside advanced bar and barista skills.
- Deliver all service with a passion for guest engagement, storytelling, and creating memorable, high-quality experiences throughout the hotel.
- Apply strong time management to consistently produce high-quality coffee, non-alcoholic, and alcoholic beverages in line with brand standards.
- Support all aspects of Food & Beverage operations, including daily management and effective departmental communication to ensure team alignment and efficiency.
- Maintain a proactive, solutions-focused approach by promptly reporting and addressing guest feedback and maintenance issues.
- Train and support team members across multiple F&B outlets to enhance flexibility, capability, and operational efficiency.
- Collaborate with other departments during peak periods and undertake additional duties as required to meet business needs.
- Ensure your space is consistently set up, well-stocked, and fully always prepared for service.
- Contribute to the ongoing development of The Libraries by creating innovative beverage offerings, cocktail recipes, and promotions aligned with the venue concept.
- Execute event preparation and setup with a strong understanding of operational requirements, ensuring the space is reset appropriately at the end of each shift.



- Oversee all beverage preparation, including garnishes, batch cocktails, juices, stock rotation, wine labelling, and spirit displays, ensuring quality and presentation standards are met.
- Complete all opening and closing duties accurately and efficiently for each shift.
- Maintain strong knowledge of hotel facilities, services, opening hours, and local attractions to confidently assist guest enquiries.
- Ensure full compliance with Responsible Service of Alcohol and liquor licensing regulations at all times.
- Adhere to all The Hotel Britomart policies and procedures across the department and wider hotel operations.
- Report all hazards, near misses, and incidents in line with company health and safety policies.
- Uphold standards and procedures relating to stock control, cash handling, premises, equipment, and chemical use.
- Prioritise guest safety, security, and privacy at all times

Prerequisites

- Occupational Health & Safety qualifications/skills (in food, chemical, and manual handling).
- Sound knowledge of food and beverage including coffee, wine, and cocktails.
- Sound knowledge of sequence of service.
- Knowledge of Micros point of sale system is beneficial.
- Proven understanding of the hospitality/tourism industry.
- Must have a full NZ Driver's License.

Education

- A current LCQ & Food Handlers certificate.
- A valid Manager's Certificate (alcohol).
- A degree or diploma in Hotel or Hospitality Management would be preferred but is not essential.

Experience

- Minimum 1-2 years F&B experience within a junior management role, in a high-end establishment.

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____