



Glenworth Valley Horse Riding P/L ABN: 95 002 589 362 T/A Glenworth Valley Outdoor Adventures

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS
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Thank you for enquiring about our **Kiosk / Café Supervisor** position at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and wilderness adventure centre.

GVOA is an iconic, multi-award winning, adventure tourism business specialising in social and corporate team-building activities such as horse riding, kayaking, quad biking, abseiling and laser skirmish.

Our recently opened Valley Events Centre (VEC) showcases 180-degree views across Glenworth Valley and caters to weddings, birthdays, corporate events, and other group functions. GVOA also offer camping, deluxe cabin accommodation, and horse agistment services. Our diverse range of experiences are available on a picturesque, 3000-acre wilderness property. We have been in business for over 50-years' and employ a passionate team of 25 full-time staff and 60 – 80 part-time and casual staff.

Why do people love working with GVOA? Not only due to our breath-taking natural surrounds to captivate your working day, but we also pride ourselves on an attractive company culture that engages our workers. Our fun incentives reflect our brand and our recognition programs and commitment to developing and empowering staff, allows us to retain the very best people in the Glenworth family.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit, which is only a 15-minute drive from Gosford. Employment at Glenworth Valley is an ideal work environment, away from the hustle and bustle of packed city centres, you will experience magnificent natural surroundings, gorgeous wildlife, and a refreshingly fun and motivated team! To familiarise yourself with the nature of our business, please visit www.glenworth.com.au

Purpose of the Role

The purpose of the role is to be responsible for the delivery of high-quality kiosk/café-style food and beverages in a hands-on capacity. The role ensures excellent customer service that exceeds customer expectations. You will also be responsible for the overall operation of the Glenworth Valley Kiosk/Café in a professional, cost effective and food safety compliant manner. Accurate and effective staff rostering, staff supervision and stock ordering also play an important part of this role.

What we are looking for

The ideal candidate is a highly-capable Kiosk/Café Supervisor who is motivated, proactive and forward-thinking. Someone who will quickly build positive rapport with their peers and become a valued member of our team. Ideal candidates will have previous hands-on hospitality experience, high attention- to-detail and enjoy taking pride in the overall experience for our guests and visitors.

We are looking for someone with a passion for customer focus. Experience supervising and training a small team, applying a common-sense approach to duties, and accountability for the overall operation of the Glenworth Valley Kiosk/Café is essential. It's a fast-paced, fun environment that requires someone with an attitude that complements our vision and values.

Please note that Glenworth Valley is a non-smoking work environment. All applications will be assessed using the answers provided in the GV application form, and against the list of key result areas in the position description.

Does this sound like you? If so, please read on!

Remuneration

There are 2 options available on how you may like to be employed in this role, i.e.:

1. Permanent, part time position, based on 3-days work per week (approximately 24 hours per week) being Fri, Sat and Sun + additional public holidays. This position is offered at a rate of \$28.51 per hour for Mon – Sat, \$42.77 for Sunday work and \$71.28 for public holiday work.
2. Permanent, full time position averaging 40 hours per week with additional hours available in any of the following areas at your choosing, in the kiosk kitchen during school holidays, in the event centre kitchen or in other areas of the business you may be interested in such as adventure guiding, admin, reception, food attendant waiting, behind the bar, cabin cleaning, farm

maintenance etc. This position is offered at a rate of \$28.51 per hour for Mon – Sat, \$42.77 for Sunday work and \$71.28 for public holiday work.

All rates of pay quoted are before tax and are subject to superannuation, paid personal leave, annual leave, leave loading.

Best of all you will be joining a high quality, well established business operating in a satisfying and rewarding role.

What to do next

Please complete the application form and return it with your resume ASAP via email to employment@glenworth.com.au, by mail or deliver it in person. Please note that no interviews or further information will be provided on the day if you choose to deliver your application in person.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for considering GVOA as your next employer.

Yours sincerely,

Craig Ellis
Chief Executive Officer

Position Description

Title:	Kiosk / Café Supervisor
Reports to:	Head of Food & Beverage
Direct reports:	Kiosk / Café team members
Hours:	<p>There are 2 options available on how you may like to work in this role, in terms of the amount of hours i.e.:</p> <ol style="list-style-type: none"> 1. Permanent, part time position, 3-days work per week (approximately 24 hours per week) being Fri, Sat, and Sun + additional public holidays. Hours are typically 7.00am to 4.00pm. 2. Permanent, full time position averaging 40 hours per week, with 4 days per week (approximately 32 hours per week) being Thurs, Fri, Sat and Sun + additional public holidays. Weekend hours are typically 7.00am to 4.00pm. With additional hours available in other areas of the business of your choosing.
Breaks:	15 minutes for morning tea, 30 minutes lunch
Last Updated:	June 2021

GLENWORTH VALLEY OUTDOOR ADVENTURES

Our Mission	Deliver outstanding wilderness experiences including Adventure activities, Camping & Accommodation, Agistment services and Events that operate in accordance with the highest levels of customer satisfaction, safety standards and professional business practices.
Our Vision	Glenworth Valley Outdoor Adventures will be recognised as Australia's leading provider of outstanding Adventure Experiences, Camping & Accommodation, Agistment and Events.
Purpose of the role	<p>The purpose of the role is to be responsible for the delivery of high-quality kiosk/café-style food and beverages in a hands-on capacity.</p> <p>The role ensures excellent customer service that exceeds customer expectations. You will be responsible for the overall operation of the Glenworth Valley Kiosk/Café in a professional, cost-effective, and food-safety-compliant manner. Accurate and effective staff rostering, staff supervision and stock ordering are an important part of this role.</p>
Key Result Areas	<ul style="list-style-type: none"> • Customer Satisfaction • Food Service • Financial Outcomes • Safety and risk management • Stock Control and Facilities Management
Key Behaviours	<ul style="list-style-type: none"> • Customer Focus – Anticipates and meets the needs of customers and responds in an appropriate manner. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service and product to all customers. • Accountability – takes accountability for ensuring areas of responsibility are effectively managed. • Planning and Organisation – Effectively plan and implement daily and weekly task lists, achieving them in a timely and coordinated manner. • Evaluating and decision-making – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason, and fairness. • Communications Skills – Takes the initiative to communicate accurate, up to date plans and

information to all team members. Expresses thoughts clearly both verbally and in writing. Listens and understands the views of others.

- **Technical Proficiency** – Demonstrates the appropriate level of proficiency in the principles and practices of catering.

Performance outcomes to be Achieved

Customer Satisfaction

- Delivery of high-quality kiosk/café-style food and beverages in a hands-on capacity.
- Demonstrate a passion for providing outstanding customer service.
- Respond to all customer enquiries or any complaints in an effective and empathic manner to ascertain what further action is needed and where necessary provide feedback to other team members and the Head of Food & Beverage.

Food Service

- Provide high quality food, meals, and beverages including proficient barista skills.
- Assist with menu design changes and implementation.
- Multitask and provide support to other kiosk/cafe team members and areas as required.
- Maintain a work environment that is clean, highly organised, professional, safe, and enjoyable.
- Minimise the amount of food wastage.

Finance

- Achieve financial targets (revenue and expenditure) in line with the businesses annual financial plan and operate according to established food cost margins.
- Operate cash register, POS system and update register codes with new products when required.
- Complete end of day income summary reconciliations against POS system reports.

Safety and Risk Management

- Ensure the kiosk operates in accordance with all policies and industry standards.
- Monitor and evaluate all equipment and ensure it is fit for use.
- Ensure compliance with relevant Workplace Health and Safety practices and policies.
- Proactively identify and assess potential equipment hazards to minimise likelihood of danger to users.
- Ensure food handlers are aware and practice compliant food safety handling techniques.
- Ensure foods are not sold that are damaged, deteriorated, perished or past their use by date (i.e. cracked or dirty eggs).
- Ensure potentially hazardous food (PHF) is under temperature control: food receipt, storage, display and transport; less than 5°C, above 60°C. Frozen food is hard frozen. Log daily
- Ensure a *Food Premises Assessment Report* is completed monthly to commence and then six monthly.

Stock Control and Facilities Management

- Ensure all food safety, hygiene, stock management and ordering procedures are adhered to in a professional, cost effective and diligent manner.
- Keep all food displays, serving, preparation, cooking, cool rooms, dry stores, and other areas clean and tidy.
- Ensure all equipment is cleaned, carry out or arrange preventative maintenance and repairs.

Position Qualities, Skills and General Requirements

Essential Qualities and Skills

- Previous work experience in commercial food and beverage businesses
- Stock ordering / inventory management experience
- Safe Food Handling Certificate or obtain at own expense within 2 months of commencement.
- Excellent customer service skills
- Good attention to detail in a fast-paced environment
- Professional, friendly, and happy approach to work colleagues and customers
- Knowledge of standard kiosk / café procedures
- Integrity and honesty
- Methodical and highly organised
- Flexible with willingness to assist in other areas when required.

Desirable qualities and skills

- Experience using POS systems
- Barista experience
- Rostering Experience

General Requirements

- Glenworth Valley is a non-smoking work environment
- The successful applicant must be available to work weekends and during school holidays
- Own transport
- Working as directed