



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

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS
69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our **Food and Beverage Attendant** role at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and wilderness adventure centre.

GVOA is a multi-award winning, adventure tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and accommodation as well as horse agistment services to our diverse range of experiences available on our 3000-acre wilderness property. We have been in business for more than 50 years and employ a team of 30 full time staff and approximately 60 – 80 part time and casual staff.

4 years ago we also opened our spectacular \$5m Valley Events Centre to host weddings, corporate events and to operate our Valley Kiosk from. Leading international companies such as Google, Uber, Atlassian, Shell Global and KPMG etc now choose GVOA for their annual conferences and events. We now need extra team members to cater to this growing area of the business.

Glenworth Valley is located 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is only 15 minutes from Gosford. Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural surroundings and the enjoyable type of work we do. 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 provide food and beverage attendant services in a high quality manner that leaves our customers and guests feeling satisfied and impressed with the experiences and services we provide. The positions that we have available include but are not limited to Wait staff, Bar staff, Barristers, Back of house staff, Front of house staff and kiosk/ café staff.

What we are looking for

We require the services of a number of highly capable food and beverage attendants to work on our wedding and corporate event functions or in our kiosk /café. You will need be well presented, flexible with the hours you can work, including nights and weekends, and ideally have relevant experience in the hospitality or similar industry. The type of person we are looking for is someone who is happy and enthusiastic and who enjoys working with a friendly team of people in a fun environment.

Ideal candidates for this position will enjoy taking a professional approach towards providing high levels of customer service and who are looking to become a highly regarded and valued member of our team.

All applicants must be non-smoking and will be assessed using the answers provided in the GV application form and against the list of key result areas in the position description.

Remuneration

Employment is offered on a casual basis. The successful applicant will be rewarded with an hourly rate of \$27.51 Monday – Friday, \$31.09 on Saturdays and \$37.72 on Sundays plus Superannuation. All rates are before tax and annual pay increases will be based upon the successful achievement of all the requirements of the position description.

This remuneration rate may be subject to change based on your level of relevant experience.

What to do next

Please fill out the application form enclosed and return it and your resume ASAP via email to employment@glenworth.com.au by mail or deliver it in person. Please note that no interviews will be conducted, or further information 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 your enquiry.

Yours sincerely,

Craig Ellis
Chief Executive Officer

Position Description

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|--------------------|--|
| Job Title: | Food and Beverage Attendant |
| Status: | Casual |
| Reports to: | Head of Food and Beverage |
| Supervises: | N/A |
| Hours: | As per the applicable event roster typically made available 2 weeks in advance |
| Updated: | May 2021 |

Mission Statement

“To be a large-scale customer focussed leader in the provision of outdoor adventure activities, achieving high safety standards and ensuring customer satisfaction through the maintenance of professional business standards”

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Key Behaviours Required

- **Planning and Organisation** – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner
- **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.
- **Judgement** – 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.

Key Result Areas

- Customer satisfaction
- General Food and Beverage Attendant Operations
- Work Health and Safety

Performance Outcomes to be Achieved

Customer Satisfaction

- Provide high quality customer service in a manner that leaves customers and guests feeling satisfied and impressed with the experiences and services we provide
- Maintain a professional standard of presentation in accordance with GVOA's uniform policy
- Ensure visitor and guest enquiries are answered in a friendly, empathetic way

General Food and Beverage Attendant Operations

- Provide table waiting or bar services in a friendly and timely manner with a high degree of accuracy and attention to detail
- Assist with kitchen operations, clean up and resetting activities
- Provide all bar services according to GVOA's house rules, RSA requirements and liquor license conditions
- Handling cash and processing credit and EFTPOS payments for food and beverages in accordance with policies and procedures
- Maintain cleanliness and appearance of all food and beverage preparation, consumption and back of house areas

Safety and Risk Management

- Work in a safe and appropriate manner to protect the safety of yourself and others
- Adhere to GVOA's health and safety policies and procedures
- Report any work health and safety hazards or incidents to your Manager
- Maintain all certificates and qualifications required to perform the requirements of your position
- Ensure proper manual handling techniques
- Ensure your conduct and behaviour supports and encourages a positive work environment

Essential Qualities and Skills

- Any staff serving alcoholic beverages ie bar staff need to be over 18 years of age and need their own RSA certificate or need to be willing to obtain their own RSA certificate prior to working in these areas.
- For bar roles Responsible Service of Alcohol certificate, or the potential to obtain your RSA certificate at your own expense shortly after within a reasonable time frame.
- Outstanding customer relations skills and the ability to meet, time frames, customer's needs and requirements
- Friendly and engaging personality and customer service approach
- Flexible work availability including evenings and weekends
- Methodical, highly organised with an ability to work under pressure

Desirable Skills

- Previous experience in the hospitality industry or similar, such as functions, restaurants or café and kiosks.
- Sound knowledge of WHS practices and procedures
- First Aid qualification

General Requirements

- Glenworth Valley is a non-smoking work environment
- Own transport required
- Working as directed
- "Working with Children" check.