



Glenworth Valley Services P/L ABN: 42 658 080 810 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: employment@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our **Events Front of House Supervisor** role in the Valley Events Centre at Glenworth Valley Outdoor Adventures (GVOA), Australia's largest horse riding and outdoor adventure centre.

About the Organisation

GVOA is a diverse, multi-award-winning business specialising in adventure tourism activities such as horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services and have recently added a new event centre for weddings, corporate functions and deluxe eco accommodation on our 3000-acre wilderness property. We have been in business for more than 50 years and employ a passionate team of 30 full time and approximately 80 part time and casual staff.

Why do people love working at Glenworth Valley?

Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural scenery, the fun and enjoyable services we offer our customers and the amazing, friendly team of people you will be working with. Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

Purpose of the Role

The purpose of the role is to supervise and coordinate the front of house team, as well as communicate with the kitchen and head of food and beverage manager both in the lead up to events and on event days to ensure the high-quality servicing of food and beverages to customers in an outstanding manner that exceeds guests' expectations.

This is a hands-on position and the ideal candidates for this role will take pride in their work, enjoy taking a professional approach towards providing outstanding levels of customer service, have excellent communication skills with all team members, high attention to detail, prioritisation skills, be highly organised and who is 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.

What we are looking for

We require the services of a highly capable Events front of house supervisor to become an integral member of our Valley Event Centre team to assist with function bookings, such as weddings, corporate event, and social functions. Part time or Full time The type of person we are looking for is happy and enthusiastic, well presented, has excellent communication skills and who enjoys working with a friendly team of people in a fun environment. Extensive previous experience in the hospitality industry is essential.

Remuneration

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

Permanent Part-Time- based on 24 hours per week (approximately 3 days). This position is offered at an annual salary of \$40,800 per annum plus superannuation.

Permanent Full-Time- based on 40 hours per week (approximately 5 days). This position is offered at an annual salary of \$68,000 per annum plus superannuation.

All rates are before tax. Your annual salary incorporates and offsets all entitlements including overtime, penalties (including Sunday penalties and excluding Public Holiday penalties), allowances, and annual leave loading as contained within the Award.

You will receive an unpaid meal break of 30 minutes per 8-hour shift.

Due to the ever-changing nature of events we require flexible work availability based on our events schedule which is booked many weeks in advance, and which may be averaged out over a number of weeks via the use of a time in lieu tracker. A typical week may involve midweek groups such as conferences and corporate retreat groups with weddings generally falling on Friday and Saturday nights. The Valley Event Centre rarely hosts events on a Sunday and is typically closed on public holiday long weekends, and over Christmas, until approximately 4th of January, which makes for a great work life balance.

Annual salary may be varied based on the individual applicants prior experience.

What to do next

Please complete the application form 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,

Mia Lawler

Business & Human Resource Manager

Position Description

Title:	Events Front of House Supervisor
Reports to:	Head of Food & Beverage
Hours:	Permanent Part time – 24hours per week – subject to events schedule OR Permanent Full time – 40 hours per week – subject to events schedule
Direct reports:	Wait and bar staff
Breaks:	30 minutes lunch or dinner per 8 hour shift
Last Updated:	February 2023

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	The purpose of the role is to supervise and coordinate the front of house team, as well as communicate with the kitchen and head of food and beverage manager both in the lead up to events and on event days to ensure the high-quality servicing of food and beverages to customers in an outstanding manner that exceeds guests' expectations.
Key Result Areas	<ul style="list-style-type: none"> • Customer Satisfaction • Wait and Bar Operations • Team Management & Leadership • Safety & Risk 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

Customer Satisfaction	<ul style="list-style-type: none"> • Provide high quality customer service in a manner that exceeds customers and guest's expectations and impressed with the experiences and services we provide.
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- Demonstrate a passion for delivering outstanding customer service and lead by example!
- Unhappy customer comments or dissatisfaction are resolved in a timely manner and in accordance with GVOA's unhappy customer procedure.
- Ensure visitor and guest enquiries are answered in a friendly, empathetic way.
- Investigate all customer enquiries or feedback in an effective and empathic manner to ascertain what further action is needed and where necessary provide all necessary feedback to other team members and the Head of Food & Beverage and Kitchen in a positive and constructive manner.

Wait and Bar 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 hands on, 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.
- Coordinate and oversee food service logistics including outdoor catering.
- Oversee and report cleaning and maintenance of equipment and facilities on a routine basis to ensure they remain clean, tidy and in a suitable condition for the purpose it is being used for, to detect potential safety issues and either carry out or arrange preventative maintenance and repairs.

Team Management and Leadership

- Create a pleasant and enjoyable working environment for team members through encouraging and supporting team members with regular positive, constructive feedback, recognition, guidance, supervision, and leadership to ensure good employee retention is achieved.
- Achieve high levels of job satisfaction, engagement and moral amongst team members and ensure team members feel appreciated for their contribution towards the success of the business.
- Train, instruct and ensure team members have the necessary knowledge and skills to perform their role safely and diligently in accordance with required policies and procedures.
- Update the Head of Food & Beverage regarding any issues affecting the performance of team members. Respond to and communicate any requests for training or suggestions/feedback from team members to the Head of Food & Beverage
- Proactively counsel, coach and resolve any conflict that may develop amongst team members in a fair, impartial and constructive manner.
- Maintain a high level of personal presentation and ensure your team comply with dress codes including cleanliness and grooming.
- Regularly hold and attend team meetings and briefings to ensure good communication occurs amongst your team and across the organisation at all times.
- Effectively manage workloads and team member productivity to ensure all daily duties are completed in a timely and efficient manner.
- Support a culture of information sharing and culinary leadership to your team members.
- Ensure all daily, weekly, monthly, and quarterly checklists are achieved.

Safety & Risk Management

- Ensure all dietary, safe food handling and allergy management procedures are strictly adhered to by team members at all times.
- Investigate any injuries, near misses, incidents, or complaints to see what action needs to be taken to rectify the situation and prevent similar situations from occurring in the future. Promptly report and follow up all incidents with Head of Food & Beverage
- Ensure all WH&S practices, policies, industry standards, safety management records and documentation are kept up to date and adhered to
- Proactively identify and assess potential risks for all equipment to minimise user risk.
- Ensure your conduct and behaviour supports and encourages a positive work environment

Position Qualities, Skills, and General Requirements

Essential Qualities and Skills

- Sound employment background with extensive knowledge of the Food and Beverage Industry
- Safe Food Handling Certificate and trade chef qualifications
- Excellent time management, organisational and motivational skills
- Good communication skills, including an excellent record of Front of House proficiency.

Desirable Skills

- Function or events experience
- Sound knowledge of WHS practices and procedures
- Supervisory skills including coaching and team management experience.
- Problem solving ability and initiative.
- The ability to prioritise and work at a hectic pace during busy times.
- Ability to delegate

General Requirements

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