
OUTDOOR WILDERNESS EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS69 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 **Hospitality Attendant** roles at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre.

We are currently looking to fill a variety of different Hospitality roles across our organisation including:

- **Wait Attendants**
- **Bar Attendants**
- **Barista's**
- **Front of House Supervisors**
- **Kitchen Hands**
- **Kiosk/ café Attendants**
- **Cook's**

Please indicate on our application form which role you are interested in. Feel free to select multiple different roles if applicable.

GVWA is a multi-award winning, adventure tourism business specialising in horse riding, kayaking, quad biking, abseiling, laser skirmish, weddings, corporate team building activities, social events and festivals. 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 40 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 Kiosk/ Café from. We now host around 300 events per annum and are looking for extra team members to cater to this growing area of the business. Leading international companies such as Google, Uber, Atlassian, Shell Global and KPMG etc now choose GVWA for their annual conferences and events.

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

We require the services of a number of highly capable hospitality attendants to join our established team in our Valley Event Centre to service our event and function bookings, such as weddings, corporate event and social functions as well as our Kiosk/ Café. The purpose of the role is to assist in providing outstanding food and beverage experiences in a high-quality manner that leaves all our customers and guests feeling blown away and impressed with the experiences and services we provide. The positions that we have available include flexible shift times including mid-week, weekend, Day and Night, shifts.

What we are looking for

The type of person we are looking for is happy and enthusiastic, well presented and who enjoys working with a friendly, passionate, high energy team of people in a fun environment. Previous experience in hospitality or other similar industry is desired.

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, however part time or full time positions may be available to the suitable candidate. The successful applicant will be rewarded with an hourly rate of \$31.79 Monday – Saturday and \$43.40 on Sundays plus Superannuation. All rates are before tax.

Please note that this remuneration rate may be subject to change based on your age and 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,

Mia Lawler
General Manager

Position Description

Job Title:	Hospitality Attendant- WAIT, BAR, BARISTA, FRONT OF HOUSE SUPERVISOR, KITCHEN HAND, KIOSK/ CAFE, COOK Casual- potential for permeant part time or full-time roles
Status:	Head of Food and Beverage
Reports to:	30 minutes lunch or dinner per 8 hour shift
Breaks:	
Hours:	As per the applicable event roster typically made available 2 weeks in advance August 2023
Updated:	

Our Mission	Deliver outstanding 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 experiences including Adventure activities, Camping & Accommodation, Agistment and Events.
Purpose of the role	The purpose of the role is to assist in providing outstanding food and beverage experiences in a high-quality manner that leaves all our customers and guests feeling blown away and impressed with the experiences and services we provide.
Key Behaviours Required	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Customer Service/ Satisfaction• General Wait and Bar Operations OR• Front of House supervisor Operations OR• Barista and Kiosk/ Café Operations OR• Kitchen Hand Operations OR• Cook Operations• Work Health and Safety

Performance Outcomes to be Achieved

Customer Service/ Satisfaction	<ul style="list-style-type: none">• Make all customers feel welcome and relaxed• Provide excellent quality customer service to all in a happy, helpful and professional manner that results in customers being happy and satisfied and encourages repeat visitation• Represent and promote Glenworth Valley as a high quality, desirable and professional destination• Maintain a professional standard of presentation in accordance with GVWA's uniform policy• Ensure visitor and guest enquiries are answered in a friendly, empathetic way
General Wait and Bar Operations	<ul style="list-style-type: none">• 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 GVWA'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
Front of House supervisor Operations	<ul style="list-style-type: none">• Be the main point of contact between the client and our team to provide exceptional customer service.• Maintain the high-quality service of table waiting or bar services to meet and exceed customer expectations• Provide strong leadership by training, mentoring, and motivating front of house staff, fostering a positive work environment that encourages teamwork and personal growth.• Oversee daily operations to ensure smooth integration between back of house and front of house• Monitor the presentation and quality of food, beverages, and overall guest experience, addressing issues promptly to maintain the establishment's reputation for excellence.
Barista and Kiosk/ Café Operations	<ul style="list-style-type: none">• Engage with customers in a friendly and helpful manner, taking orders accurately and ensuring a positive and efficient service experience.• Prepare and serve food and beverages, maintaining quality, presentation, and cleanliness standards.• Handle cash transactions and operate the point-of-sale system accurately, ensuring the correct handling of payments and maintaining the security of the cash register.• Maintain a clean and safe organized workspace, including cleaning equipment, utensils, and serving areas regularly to ensure a hygienic and visually appealing environment.
Kitchen Hand Operations	<ul style="list-style-type: none">• Provide kitchen hand services in a friendly and timely manner with a high degree of accuracy and attention to detail.• Assist with kitchen operations, cleaning, and resetting activities• Assisting with food preparation, serving, and cooking functions• Maintain cleanliness and appearance of all food and beverage preparation, consumption and back of house areas including dish washing.• Adhere to all safety and hygiene protocols, including proper handling of kitchen tools, utensils, and chemicals, to ensure a safe working environment for all staff.• Work closely with the kitchen team to ensure smooth operations, assist during peak periods, and contribute to a positive and cooperative work atmosphere.
Cook Operations	<ul style="list-style-type: none">• Prepare and cook dishes according to established recipes and standards, demonstrating a strong understanding of various cooking techniques, presentation.• Maintain a well-organized and clean kitchen workspace, including proper storage of ingredients, utensils, and equipment, to optimize efficiency and safety.• Work closely with the kitchen team, communicating effectively with chefs, kitchen hands, and wait staff to ensure smooth operations and a cohesive team environment.• Ensure accurate and timely preparation of menu items during service, maintaining consistency in taste, portion sizes, and overall quality.
Work Health and Safety	<ul style="list-style-type: none">• Work in a safe and appropriate manner to protect the safety of yourself and others• Adhere to GVWA'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 your position• Ensure proper manual handling techniques• Ensure your conduct and behavior supports and encourages a positive and safe team environment and culture.

Position Qualities, Skills and General Requirements

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| Essential Qualities and Skills | <ul style="list-style-type: none">• Any team 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.• Outstanding customer relations skills and the ability to meet, time frames, customer's needs and requirements• Friendly and engaging personality and customer service approach• Methodical, highly organized with an ability to work under pressure |
| Desirable Skills | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Glenworth Valley is a non-smoking work environment• Own transport required• Working as directed• "Working with Children" check. |