



Glenworth Valley Services P/L ABN: 42 658 080 810 T/A Glenworth Valley Wilderness Adventures

OUTDOOR WILDERNESS EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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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**

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/ Cafe. 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

The successful applicant will be rewarded with an hourly rate of \$33.05 Monday – Saturday and \$46.27 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.

Employment is offered on a casual basis; however part-time or full-time positions may be available to the suitable candidate. New Team Members will start as Introductory Level Trainee for up to 3 months during a training probation period. During this time, your base rate will be in accordance with this level under the Amusement, Events, and Recreation Award 2020. Once successfully trained and inducted as a Hospitality Attendant, your rate will adjust accordingly.

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

Role Title: Hospitality Attendant- Wait, Bar, Barista, Kitchen Hand, Kiosk/ Café Cook

Reports To: Front Of House Supervisor, Kiosk Supervisor OR Head Chef

Status: Casual

Hours: As per rostered

Grade: Grade 1

Breaks:

Shift Duration	Break Schedule	Paid or Unpaid
Less than 5-hours	NIL	Any breaks taken will be unpaid
5 to 10-hour shift	30-minute Meal Rest Break	20-minute paid + 10-minute unpaid
10+ hour shift	20-minute Rest Break	20-minute paid
	30-minute Meal Rest Break	20-minute paid + 10-minute unpaid

Updated: April 2026

GLENWORTH VALLEY WILDERNESS ADVENTURES

Our Mission To provide exceptional experiences sustainably by connecting people through our spectacular wilderness

Our Vision To be Australia's leading provider of outstanding wilderness experiences.

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Performance Outcomes

- Work Health and Safety**
- Immediately report any and all health and safety related issues which have been communicated to you to management.
 - Applies health and safety knowledge to impart an attitude, standard and performance in line with a safety first culture.
 - Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members
 - Follow all Emergency response procedures and first aid training to provide assistance in an emergency situation.
 - Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices
 - Accurately document all incidents, hazards and near misses in a timely manner according to company policies and procedures
 - Exercise sound judgement and proactive safety focus in the carrying out of tasks and responsibilities in accordance with the WH&S requirements of the role.
- Customer Service/ Satisfaction**
- 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 in a way which encourages 5 star reviews.
 - 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
- Respond to customer feedback and questions in a helpful and professional manner, passing on relevant feedback or escalating to management where necessary.
- Monitor the presentation and quality of food, beverages, and overall guest experience, addressing issues promptly to maintain the establishment's reputation for excellence

General 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 kitchen operations, clean up and resetting activities
- Provide all bar services according to GVWA's house rules, RSA requirements and liquor license conditions

OR

- 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
- Maintain the high-quality service of table waiting or bar services to meet and exceed customer expectations

Barista and Kiosk/ Café Operations

- 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.

OR

- Assist with kitchen operations, cleaning, and resetting activities
- Assisting with food preparation, serving, and cooking functions
- 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

- 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

- 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.

Position Qualities, Skills, and General Requirements

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.

Essential Qualities and Skills

- 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
- Is responsible for the quality of their own work subject to routine supervision.
- Assists with on the job training of new employees
- Performs tasks under general supervision exercising limited discretion within defined procedures

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
- Valid RSA Certificate (applicable for General wait and bar staff, and FOH supervisor operations)
- Valid Working With Children Check