

# EMPLOYER PROFILE

MANTRA CLUB CROC



## About the Company

A 160 room family-friendly hotel offering onsite dining, spacious poolside entertainment area and a tranquil garden setting.

Balancing old with new, Mantra Club Croc is housed in a traditional Queenslander style building offering a glimpse into the region's past, contrasted by its contemporary accommodation and tropical laid-back vibe.

Hotel rooms have freshly designed interiors with coastal inspired décor, along with modern amenities to ensure a comfortable stay.



## Food & Beverage

It is a fast-paced yet enjoyable environment. Tasks include (but aren't limited to):

- Ensuring that the first to the last impressions the guest receives are favourable.
- Attending to guests in an efficient, friendly manner whilst adhering to standards and procedures required.
- Ensuring all food and beverage areas are maintained in a hygienic, tidy and safe manner as set out by the cleaning roster and management.
- Providing responsible alcoholic beverage services as set out in the Liquor Licensing Legislation (must hold relevant RSA certificate).
- Consistently relay guest complaints and comments to the Supervisor or Manager and where possible resolve any guest problems.
- Be aware and promote of all dining offers.
- And so much more...

## Working at Mantra Club Croc

- Employees generally work on a casual basis, with an average of 20-25hrs per week rostered. Employees may be offered additional hours on request especially during peak seasonality - accepting these is a direct example of 'positive employee behaviour'. You must learn to balance your study with your work commitments to ensure ongoing success.
- Positions are mainly available within the food & beverage department. Roles can be physically demanding and often involve extended shifts, requirement to lift / push heavy items and working in a tropical (humid) environment.
- Whilst working at Mantra Club Croc, Flight Centre Travel Academy can assist you with your initial accommodation at Kipara Tropical Rainforest Retreat or The Helm.
- Minimum of 6 months commitment to the position is required, with uniform (with the exception of shoes) provided.



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## Application Process



**Complete 4 subjects, Candidate Profile, Screening Call & Interview Ready Session**

01



**Flight Centre Travel Academy will confirm an interview**

02



**1:1 or Group In Person Interview with General Manager & Department Manager. These interviews are conversational, be prepared to talk about your previous experience, your goals & what attributes you can bring as an employee to Mantra Club Croc. The interview may include a site inspection.**

03



**Upon successful interview, references are done & employment offered**

04

## Employee Benefits

- As a part of the global Accor hotel groups, employees are offered learning and training opportunities, international mobility and employee accommodation rates, worldwide!
- Accor's objective is simple: make you grow and give you the spark to unleash your personality, so you have a smile on your way to work. As a company, we place people at the heart of everything we do, and this includes supporting the career paths of each one of our 230,000+ employees and 300+ jobs.

## People

- Highly value applications by candidates that are willing to commit to at least 6 months of continuous employment
- Casual employment is offered with an average of 20-25hrs per week rostered - additional hours may be available upon request if demonstrating positive employee behaviour.



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