



Dear Prospective Employee

Thank you for choosing the Nerang RSL & Memorial Club Inc., the following Information will help you prepare your Employment Application

Completing the Application form:

Attached to this cover Page is the Nerang RSL & Memorial Club Inc, Employment Application Form.

1. Please read through the Application form carefully and answer all sections with as much detail as possible
2. Remove this cover page.
3. Attach a copy of the following documents (if held)
 - Your Resume
 - Responsible Service of Alcohol Certificate (QLD OLGR Approved)
 - Responsible Service of Gambling Certificate (QLD OLGR Approved)
 - Food Hygiene Certificate
 - QLD Gaming Licence
 - Copy of any other relevant documentation

Submitting your Application form

There are several ways of to return your completed application.

- 1 In person
(By leaving your completed application with Reception Staff)
- 2 Via Mail
Attn: Human Resources Manager
Nerang RSL and Memorial Club Inc.
P O Box 119
Nerang QLD 4211
- 3 Via Email
humanresources@nerangrsl.com

What Happens next?

Your application will be given every consideration, however due to large number of applications not all applicants will be successful, you will be notified the outcome in writing in due course.

Please Note: If you are not successful at this time your application will be held for approximately three months to be considered for any future positions that may become available. Beyond this three month period all applications are disposed of in a secure manner.

We thank you for taking the time to make this application.

Andrew McInnes
Secretary Manager

The philosophies of the Nerang RSL & Memorial Club Inc. are:

- a) To provide our members and their guests with a fun, safe and comfortable, complete hospitality and entertainment experience.
- b) To ensure at all times that our member's and their guest's are provided with exemplary service that is second to none.
- c) To ensure that a patrons confidentiality and privacy is maintained in all areas at all times
- d) To ensure that the Responsible Service of Alcohol if fully maintained at all times.
- e) To ensure that all aspects of the gaming operations conducted by the Club is done so in accordance to the requirements of the various regulatory bodies, and industry best practice wherever possible.
- f) To ensure that all staff are professionally trained to provide the highest level of service to members and their guests.
- g) To provide staff with a fun, safe, enjoyable, team oriented work environment.
- h) To ensure that the lines of communication between management and staff are open at all times.
- i) To ensure that all areas of the club are maintained to the highest standard of cleanliness at all times.

These are reflected in our Mission Statement

Nerang RSL & Memorial Club Inc provides a complete hospitality and entertainment experience to our members and the community in a safe and friendly environment.

Our goal is to provide an exemplary level of service by continually raising the benchmark, whilst promoting the highest commitment to responsible gambling and service of alcohol.

The Club fosters a strategic alliance with the RSL, sponsoring youth development, schools, charities and community groups

EMPLOYMENT EXPECTATIONS

I am / will be

	Yes	No	Willing to Learn
Honest			
Reliable			
Have the ability to work under pressure			
Perform all rostered shifts and arrange a suitable replacement if I am unable to perform shift (with Management Approval)			
Arrive at work 15 minutes prior to the commencement of my shift			
Complete the relevant shift entirely (unless unforeseen circumstances occur)			
Be flexible with work hours			
Seek to be working at all times during shift - Find tasks to complete - Checklists are available to assist you in this area			
SMILE at ALL customers			
Meet and greet and make welcome every customer			
Seek to build a rapport with every customer			
Contribute to a good working relationship with all management and staff			
Effectively complete all allotted tasks			
Perform tray service of refreshments and food throughout your shift			
Perform cleaning and polishing of all areas throughout the club			
Wear a clean, ironed uniform at all times during rostered shifts			
To not wear excessive jewellery and or accessories			
Attend work cleanly shaven and hair done neatly (Males)			
Wear minimal makeup and have a neat and tidy appearance (Females)			
Wear the supplied name badge during rostered shifts			
Maintain company-supplied uniform			
Not going to carry my mobile phone whilst on shift unless permission is given by management			

TELL US ABOUT YOURSELF.

This part of the application is to tell us about yourself, your likes and dislikes.

Please answer the questions truthfully as possible as this gives us a better idea about you and if you are successful with your application gives us some idea of what area of the club you would be suited to and what future training may be required.

(a) What are your drink preferences? (if aged over 18 years old)

- Beer
- Spirits
- RTD's
- Wine
- Other

(b) What are your dining preferences?

- Restaurant Pub Meal
- Club (Workers/RSL/Surf) Buffet Meals
- Fast Food Fine Dining

(c) Where do you enjoy going out?

- Hotel
- Clubs
- Night clubbing
- Staying at home
- Hanging with Friends

(d) What do you enjoy doing in your down time?

APPLICATION FOR EMPLOYMENT FOR NERANG RSL & MEMORIAL CLUB INC.

Position Details		
Date submitted		
Position/s applied for		
Type of employment sought (Please circle)	Full time	Part time
Were you referred by a current staff member?	Yes / No	
If yes, please provide the name of the staff member		
Personal Details		
Given name		
Surname		
Are you aged 13 years or older? (Please circle)	Yes / No	
Date of Birth (Optional)		
Residential address		
Suburb & Postcode		
Mobile phone number		
Email address		
Are you legally allowed to work in Australia? (Please circle)	Yes / No	
Visa Type:		

PLEASE BE ADVISED: It is a requirement for your employment to have a National Police Check / VISA Check completed. If you have a criminal history, this will show up in the National Police Check or alternatively, if your VISA is invalid, this also will be evidenced. You need to be aware that negative responses may impact on your application's success.

It is also a requirement for ongoing employment with the Club that regular National Police Checks / VISA Checks may be obtained of all employees.

Completion and submission of this application form to the Nerang RSL & Memorial Club means you are aware of this requirement, you give permission to have the relevant checks carried out and you agree to sign the necessary paperwork to facilitate this occurring. Refusal to comply with this provision subsequent to engagement will be considered serious misconduct and may result in immediate termination of your employment.

Availability		
<p>The Nerang RSL & Memorial Club is open from 10am to 4am every day of the week. As the Community Club Industry operates on a seven-day basis, you may be required to work some evenings, weekends and public holidays based on rotating rosters.</p>		
When are you able to start?		
Are you available to work on any of the following occasions? (Please circle)	Public Holidays Yes / No Weekends Yes / No Evenings Yes / No	
Daily Availability		
Day	Earliest Start Time	Latest Finish Time
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____
Sunday	_____	_____

Employment History

Please list your last 3 employers with you most recent employer first:

Employer/Business Name:

Town/Suburb:

Position held:

Start / end date:

Key duties:

Reason for leaving:

Direct supervisor:

Contact number:

Employer/Business Name:

Town/Suburb:

Position held:

Start / end date:

Key duties:

Reason for leaving:

Direct supervisor:

Contact number

Employer/Business Name:

Town/Suburb:

Position held:

Start & end date:

Key duties:

Reason for leaving:

Direct supervisor:

Contact number:

Experience	
Please tick (✓) if you have any experience in any of the following areas:	
Administration	Customer service
Bar	Driving a bus
Bistro food service	Keno Operations
Bistro food service	Kitchen
Cashier (Gaming)	Management
Cellar / Store person	POS systems
Chef	Promotions
Cook	Reception
Coffee shop	TAB
Education	
Do you hold any of the following Certificates? Please tick (✓)	
Responsible Service of Alcohol	Responsible Service of Gambling
Food Handlers Certificate	BlueCard
Responsible Management of Licensed Venues	Other:
About You	
Tell us why you would like to work at this Club?	
What makes you the best candidate for the position you applied for?	

Describe a difficult customer service situation that you were faced with in a previous position and how you overcame it?

Declaration

The Nerang RSL & Memorial Club will only use your personal information for the purpose of assessing your application for employment. If your application is successful, this information will be transferred across to the HR information system. The information we collect from you will be handled sensitively and securely with proper regard for your privacy. If you do not provide some of the personal information we request when you apply for a position with the Nerang RSL & Memorial Club, we may not be able to process your application. We may contact referees, whose details are provided by you, as part of our standard recruitment process

I have read the above declaration and fully understand the terms specified.

I hereby certify that the above information is true and correct and complete to the best of my knowledge and belief and consent to the Club pursuing a National Police Check / VISA Check and employment reference checks.

Signature:

Date:

RECEPTION / OFFICE USE ONLY:

Application received by: _____

Date: _____