

PEPPERS

CRADLE MOUNTAIN LODGE
CRADLE MOUNTAIN



TEAM MEMBER INFORMATION KIT

Your guide to living and working at
Peppers Cradle Mountain Lodge



The History of Cradle Mountain Lodge

The unique history of Peppers Cradle Mountain Lodge started in 1909 when an Austrian-born Australian by the name of Gustav Weindorfer purchased land in Cradle Valley. The amateur botanist was so passionate about the region that he built a small chalet named 'Waldheim' so that tourists could stay in the valley and experience Cradle Mountain and its beautiful surrounds. Gustav was quoted as saying "This must be a National Park for the people for all time. It is magnificent, and people must know about it and enjoy it."

Following his death in 1932, the land was purchased by the government who proclaimed it The Cradle Mountain, Lake St. Clair National Park.

In 1970, 800 acres of land bordering Cradle Mountain/Lake St. Clair National Park was purchased by brothers Alex and Ossie Ellis. Only a short two years later the Ellis brothers opened 'Pencil Pine Lodge'; a two-level Lodge featuring a dining room with huge fireplace, kitchen, bar and seven simply furnished rooms and two bathrooms.

In 1984 the Pencil Pine Lodge was sold to a young and enthusiastic 'mainland' couple. Without compromising the rustic charm of the original Pencil Pine Lodge, Simon and Anne Currant added thirty cabins to the property as well as upgrading the lounge, bar and dining facilities. It was at this time that the resort was re-named 'Cradle Mountain Lodge', but the name Pencil Pine was retained to marquee the guest cabins.

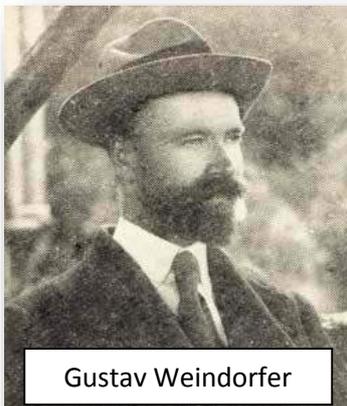
In 1988, Cradle Mountain Lodge was purchased by P&O Resorts and the property underwent extensive expansion and refurbishment, turning it into the world-class, award winning facility that it is today. In addition to more cabins, P&O also introduced the Waldheim Alpine Spa and a premium grade of accommodation known as the King Billy Suites.

In 2004 Cradle Mountain Lodge, along with all other P&O Resorts (including Dunk Island, Lizard Island, Heron Island, Brampton Island, Silky Oaks Lodge and Wrotham Park), was sold to Voyages Hotels and Resorts and joined the collection of exquisite properties that they already owned including the renowned Ayers Rock Resort.

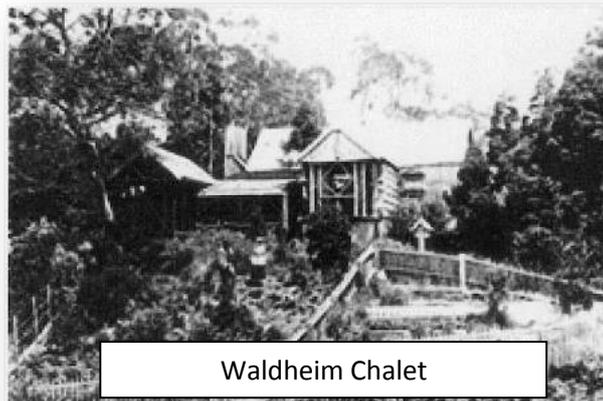
5 years later in July 2009, after a decision to sell off the Voyages Resorts, Cradle Mountain Lodge was the first property to be sold by Voyages' parent company, the GPT Group. The new owners were Queensland based private investors The McFie Group, who affiliated the property with Accor for Sales and Marketing purposes.

In March 2012, Cradle Mountain Lodge was sold to Moss Capital Pty Ltd and began a management contract with the Mantra Group. Due to the unique location, focus on personalised service and Tasmanian food and wine, the lodge was branded as Peppers Cradle Mountain Lodge. Peppers Retreats, Resorts and Hotels fall under the Mantra group umbrella and are best known for their exquisite collection of properties, outstanding service and reputation for excellence in using the finest local produce in their menus.

Peppers Cradle Mountain Lodge will continue to provide guests with superior service under the new ownership with a few subtle improvements along the way.



Gustav Weindorfer



Waldheim Chalet

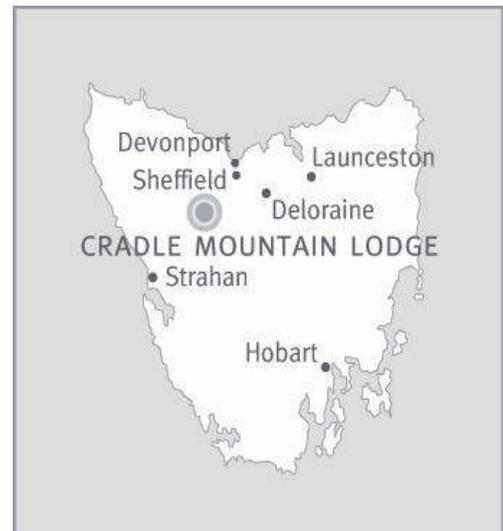


Our Location

Tasmania is located 450 kilometres below Victoria, over the Bass Strait. Commonly known as “The Apple Isle” Tasmania is an agricultural state, renowned for its outstanding produce, breathtaking scenery and extraordinary wildlife; Tasmania really is Australia’s best kept secret! From deserted beaches to enchanted forests and small country towns, this oversized island offers something for everyone.

Cradle Mountain is located 52 kilometres(45mins) from Sheffield, the Town of murals. Having all the conveniences of a country town including IGA Supermarket, Pharmacy, Doctors, Post Office and general stores.

Larger conveniences are located 85 kilometres (1hr) from Cradle Mountain’s nearest city of Devonport or 145 kilometres (2 hrs) from Launceston. For those looking to visit the capital of Tasmania, this is 325kms or 4 hours from Hobart.



Climate & Weather

The weather in this alpine region is changeable and unpredictable, but if you are well prepared you will enjoy the many moods of the mountains and rainforests.

The area has an average maximum temperature of 18 degrees Celsius (64 degrees Fahrenheit) in Summer and 6 degrees Celsius (43 degrees Fahrenheit) in Winter. It is important to note that temperatures can go into the minus degrees Celsius during winter – especially overnight.

AVERAGE MONTHLY MAXIMUM TEMPERATURE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
C°	18	18	15	11	8	6	5	6	8	11	14	16
F°	64	64	59	52	46	43	41	43	46	52	57	61



The Lodge & Facilities

The winner of numerous awards including the Gourmet Traveller 2008 & 2009 Best Lodge and 2008 Best Hotel in Tasmania with Hotel Club, Peppers Cradle Mountain Lodge is a world apart. Approximately 80% of our guests are Domestic and 20% are International. Our target market is couples but we also have a strong group market during summer. Peppers Cradle Mountain Lodge caters for conference groups mainly in the winter months. Our peak season is during the warmer months from October to April.

Guest Accommodation

Today Peppers Cradle Mountain Lodge consists of 86 Cabins offering 4 different designs;

- 38 Pencil Pine Cabins
- 20 Spa Cabins
- 23 Spa Suites
- 5 King Billy Suites

The Highland Restaurant

Recognised as one of Tasmania's premier dining experiences, the Highland Restaurant features the very best of Tasmanian food and wine. The Highland Restaurant is where guests will enjoy the Mountain Buffet Breakfast or a casual fine dining dinner (bookings are necessary for dinner). Picnic hamper service is available by prior arrangement for those guests that wish to take lunch outdoors with them.

Tavern Bar and Bistro

This has a rustic tavern atmosphere with a roaring log fire, bistro-style meals for lunch and dinner with afternoon tea also being served.

The Weindorfer Lounge

Designed like a private club lounge with deep leather armchairs and a crackling fire; we offer newspapers, board games and a selection of books to help guests relax.

Map Lounge

A private guests only retreat, ideal for pre-dinner drinks or a late night port located on the lower level of the Weindorfer Lounge. Team Members are not permitted in this area unless working.

Wine Cellar

A superb wine cellar located below our Highland Restaurant used for our wine and cheese tasting sessions along with general access for restaurant guests to choose themselves a bottle to accompany their meals.

Waldheim Alpine Spa

Offering a range of therapies and treatments to suit all guests, our Spa is sure to relax everyone. All treatments are currently carried out in line with Elemis products and procedures.



Facilities and Services for Staff

- Accommodation:** Accommodation within the Staff Village is provided with your employment and depending on your level of position may be single or shared.
- General Items:** Staff are able to purchase general items from our Boutique “Cradle Mountain Shop”, including basic toiletries, cigarettes and some snack food items. The Boutique operates between 9a.m. and 5p.m. during Winter and 9a.m. and 6p.m. during Summer. Alcohol may be purchased from The Tavern Bar where staff will receive a 50% discount off the retail price for take-a-way drinks.
- Guest Facilities:** All Peppers Cradle Mountain Lodge team members are encouraged to use the guest facilities as long as this is carried out in a responsible manner and does not impact on a guests experience in any way. Reservations can be made, subject to availability and resort occupancy, and some discounts apply. Staff Use of guest facilities is regarded as a privilege and may be withdrawn by management at any time.
- Internet/Wifi:** If you require internet access there is a limited free WIFI available in the Weindorfer lounge. Team members commonly bring laptops, tablets or mobile phones with their own WIFI device at a personal cost for use in Staff Village.
- Mobile Phone:** **Telstra 3G/4G** is the only phone service available at Cradle Mountain and throughout most regional/country areas of Tasmania. Other mobile phone providers will only work in major town or metropolitan areas.
- Medical Clinic:** The nearest medical clinic is located in Sheffield, some 52 kilometres away. Peppers Cradle Mountain Lodge does not have any trained medical staff living on site; however, if you require first aid, there are a number of staff on-site that can assist with minor medical situations.
- Postage/Mail:** Our Post Office box is located in Sheffield. Mail is collected from and delivered to Sheffield by our truck driver five times a week (three times in Winter) and is distributed to department pigeon holes. Stamps and envelopes are available for purchase from Front Office.
- To have your mail sent to Cradle Mountain you should use the following format
- <Your Name>
Staff Village – Peppers Cradle Mountain Lodge
4038 Cradle Mountain Road
Cradle Mountain, TAS, 7306
- The Bull Bar:** The Bull Bar is the staff bar and available for use by all team members on a BYO basis and offers staff a chance to play a game of pool, have a BBQ, play Nintendo wii, board games or simply sit around the outdoor fire place. Often there will be theme nights, or other social events for all staff to join in – remembering that employee code of conduct is practiced at this bar and anti-social behaviour will not be tolerated. It is also essential that noise be kept at a reasonable level to ensure it doesn't travel to guest areas.



Facilities and Services for Staff – Continued...

Staff Canteen: The canteen is open all day with meals offered at prescribed times. Tea and Coffee facilities are provided throughout the day. Chef ensures a quality selection of hot and cold food is available including salads. It is a casual self-service dining where you can eat in the dining area or grab your meal to go if you bring a take-a-way container.

Social Club: The Social Club is a valuable resource for all team members and you are encouraged to become a member. Members have access to benefits including;

- Social Club social functions and yearly events
- Use of the Gym and Fitness Equipment
- Monthly Resort Voucher Draw
- Birthday Gift Voucher

Social club membership can be automatically deducted from your pay each fortnight once you have completed the payroll deduction form given to you on commencement.

Accommodation

Our team accommodation is owned and supplied by Peppers Cradle Mountain Lodge. There are four homes within the Village

- a) The Bunkhouse
- b) Alcatraz
- c) The Stables
- d) The Barn.

The type of accommodation that you are allocated is based on your position and availability of room types. All houses have a living room fitted with TV including Foxtel, a kitchen, male & female bathrooms and laundries include washing machines, dryers, laundry detergent, irons and ironing boards.

Your bedroom is furnished with a bed (queen or single, depending on room type), wardrobe and bedside table. All rooms are heated; some also have a small balcony area. Your bedroom does not come fitted with a Television as these are provided in the common area.

You will need to supply all your linen and towels including any electrical equipment and any other personal possessions you wish to decorate your room with. Contents insurance for all equipment and personal items should be undertaken by each team member as Cradle Mountain Lodge will not replace any items that are lost, damaged or destroyed due to theft, fire, earthquake, water or in climate weather.

Room inspections within the Staff Village are conducted every month or as advised. You will be supplied with a minimum of 24 hours' notice prior to an inspection taking place.

Housing Allocation

Housing will be allocated for you prior to your arrival. The staff residential area is located up a small hill from the Resort, accessible by a short walking track. Department Heads, Supervisors, and Trades People are generally provided with sole use rooms. The remainder of team members accommodation is generally provided on a twin or triple share basis.



Getting to Tasmania

Sea Connections

The Spirit of Tasmania I and II sail daily between Melbourne and Devonport. Should you wish to bring your own vehicle from interstate this is your only option. The Spirit of Tasmania depart from Port Melbourne, Victoria at 6pm in the evening and arrives in Devonport, Tasmania at 6:30am the following morning. It is recommended to book a cabin when sailing as the Ocean Recliner lounge areas can provide interrupted sleep with passenger movements. Please visit www.spiritoftasmania.com.au for sailing times and prices.

Air Connections

There are daily flights from all major cities to Devonport. QantasLink is the only carrier that services the route into Devonport using Dash-8 twin prop engine aircrafts. All other major airlines including Jetstar, Virgin and Qantas fly into Launceston from all major capital cities.

Coach Transfers

McDermott Coaches provide our main transfer from Launceston at a rate of \$55 per adult each way. This is a daily service and bookings can be made online at www.mcdermotts.com.au or by phoning (03) 6330 3717

Tassie Link also provides Coach Transfers from Devonport and Launceston airports. Please note that these services are limited on certain days only. Bookings can be made through Tassie Link by phone +61 3 6230 8900 or 1300 300 520 or by email at info@tassielink.com.au.

Self-Drive

Driving to Cradle Mountain may be a great option if you are from Tasmania or if you have travelled on the Spirit of Tasmania. Using a reliable maps application on your smart phone or in car navigator the below are estimated driving times to Cradle Mountain:

Burnie:	1hr 15mins
Devonport:	1hr 15mins
Launceston:	2hrs via Elizabeth Town and Sheffield
Hobart:	4hrs 30mins via Midlands Highway 6hrs 30mins via the West Coast .

Arrival Date Confirmation

New employees are requested to arrive on a week day; if possible, this is to ensure as smooth a transition as possible for your induction to the business. Please liaise with the Human Resource Department on (03) 6492 2134 when planning your arrival.



Our Standards

Peppers Cradle Mountain Lodge insists on a high standard of personal grooming for all team members that we strictly enforce. The manner in which you present yourself at work is both an indication of your professionalism and is an important part of the overall image of our Lodge and the Peppers brand.

It should be noted that some variations to Lodge grooming standards exist, as per the specific needs of various business units and departments. If there are any variations, these will be explained by your Department Manager on your first shift.

Uniforms

Team Uniforms are provided to all team members, with the exception of Chef Uniforms. You are responsible for laundering your uniform, together with your own clothes. You should not smoke or drink alcohol whilst on duty, or in uniform. You must provide your own black shoes and black belt.

Footwear Requirements

Shoes must be leather, fully black in colour, enclosed, non - slip and conservative like the below examples. Remember that the weather of our alpine region can often having changing conditions from wet to dry surfaces and your footwear should be in good condition to suit.





SUGGESTED TEAM MEMBER CHECKLIST

This may be your first time living and working at your place of work. We have provided this checklist as a guide to give you an idea of what you would need to set yourself up at the Lodge;

Items to start a new home:

- Bed linen including sheets and pillows*
- Blanket or doona;*
- Bath Towels, face washer, bathmat and hand towels;*
- Personal medications (i.e- Panadol, Lip Balm etc);*
- Alarm clock;*
- Torch and batteries*
- Toiletries such as toothpaste, shower gel, etc.*

Personal Items:

- Money to last you until your first pay day (fortnightly);*
- Work shoes (refer to footwear listing);*
- Appropriate clothing for cold weather including snow and light clothing for Summer;*
- Cap / hat and sunscreen;*
- Smart casual clothing (required to be worn in all Food and Beverage Outlets in the Resort, no thongs).*

Optional:

- Camera;*
- TV / DVD Player;*
- Personal effects (photos, pictures, etc);*
- Books, iPod, Tablet Device;*
- Laptop with WIFI (Telstra 3G/4G)*

Your Arrival into The Resort

Your Department Manager or Human Resource Advisor will greet you upon arrival at Cradle Mountain Lodge. You will be taken on a brief tour of The Resort and Staff Village and settled into your accommodation. You will be provided with a Welcome Pack which includes your contract, job description and other important pieces of paperwork that need to be completed and handed to Human Resources prior to you starting your job.

In preparation for the various forms that you will be required to complete, it is recommended that you have available your bank's BSB number and account number, Tax File Number, Australian Birth Certificate and Driver's License or Passport and Visa (where applicable). Finally, if you are a member of the Hostplus Superannuation, please bring your membership details with you or if you have another fund you wish to contribute to, please provide a Certificate of Compliance from your Funds website.