



# *the* full moon

HOTEL ON BRAMBLE BAY

est. 1867

## WELCOME!

Thank you for joining the Full Moon Hotel team!  
We are thrilled to have you here.

Our venue and four local bottle shops, operate under NT Pubco Pty Ltd, an entity of the Dowling Group. Bought by the Dowling Family in 2015, The Full Moon Hotel has been operating as a licensed venue for over 150 years and is considered to be an iconic Pub in South-East Queensland.

You're about to start the first part of your training by viewing our policies and procedure documents. Please take the time to thoroughly read each policy, and then sign to acknowledge that you have understood the information.

The information in this document outlines our expectations and provides you with information on what to know before you start your first shift.

You are important to us as an employee and we want to support you in settling quickly and happily into your role. We would like to encourage you to always be active in seeking practical advice from Management and other employees so you can be the best employee possible.

We wish you well in your new position!



# Celebrating 150 years as your local

The venue first opened as Osbourne House in 1867 by Mr & Mrs Hiram Wakefield and consisted of what is now Jim's Bait & Tackle and Shorncliffe Room function space. The original external wall can be seen in the hallway upstairs.

During its 157 year life, the venue has seen over 40 different owners and licensees. Most of these being family owned businesses, with our current owner the Dowling Family.

The late 1990's saw a major renovation and rebranding to transform the venue into the Full Moon Hotel. Even with many renovations in its life (the most recent taking place in our Moonlight Bar, Restaurant and Café in 2020 & 2021), the original building (and external wall) still remains strong.

You can find more information on the history of the hotel on our website. [www.fullmoonhotel.com.au/history](http://www.fullmoonhotel.com.au/history)



# MEET THE TEAM



**JESSICA**  
VENUE MANAGER



**RICHARD**  
HEAD CHEF



**PADDY**  
SOUS CHEF



**CHRISTIAN**  
JR SOUS CHEF



**AIMEE**  
SENIOR DUTY MANAGER



**LEAH**  
SENIOR DUTY MANAGER



**LANCE**  
DUTY MANAGER



**EMALIEH**  
DUTY MANAGER



**IVAN**  
RESTAURANT MANAGER



**EM**  
RESTAURANT TEAM LEADER



**JULIANA**  
RESTAURANT TEAM LEADER



**COOPER**  
MOONLIGHT TEAM LEADER



**LILY**  
MOONLIGHT TEAM LEADER



**CHRISTINE**  
FUNCTIONS MANAGER



**JENNY**  
PEOPLE & CULTURE



**KAY**  
MARKETING



# MEET THE TEAM CONTINUED....



*TOBY, DAN, MATT, CHRISTINE, LUCI, TERRY  
THE DOWLING FAMILY ; OWNER OPERATORS*

## Bottlemart



**SCOTT**  
RETAIL MANAGER



**CHRIS**  
FULL MOON HOTEL



**KIM**  
BOONDALL



**MEL**  
IBIS CENTRAL



**MATTY**  
SANDGATE

# Bottlemart

We have four local Bottlemart bottle-shops through the 4017. We maintain a steadfast commitment to delivering an outstanding retail experience. Positioned as premium bottle shops, we prioritise product knowledge, unparalleled value and exceptional service.



## **Bottlemart Full Moon Hotel**

118 Eagle Terrace, Sandgate  
PH (07) 3269 0083



## **Bottlemart Ibis Central**

Woolworths Centre Shop  
4/8 Lagoon St, Sandgate



## **Bottlemart Sandgate**

Shop 1, 51 Brighton Rd, Sandgate  
PH (07) 3269 0890



## **Bottlemart Boondall**

Sue's Korner  
Shop 14, 2128 Sandgate Rd, Boondall  
PH (07) 3865 5103





## *WHAT'S ON & OFFERINGS*

We are dedicated to delivering top-notch entertainment and food to our valued customers. Our regular patrons are like family to us, and we prioritize providing them with exceptional experiences.

Our venue offers our patrons a variety of entertainment: Restaurant and Moonlight Bar, VIP Gaming Lounge, Sports Bar, Private Function Rooms and an on-site Drive Thru Bottle-shop!

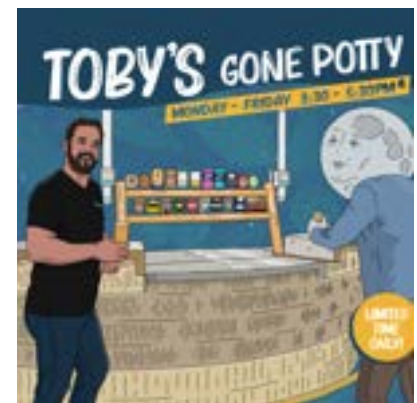
You can view all our offerings on our website  
<https://fullmoonhotel.com.au>

### **What's On**

The Full Moon is a hive of activity all week long, offering eclectic weekly pub entertainment, ranging from steak nights, trivia & musical bingo, breakfast and free live music all weekend.

Patrons can jump on our website  
<https://fullmoonhotel.com.au/whats-on> to see the latest offerings and musician calendar.

# WEEKLY ENTERTAINMENT







Our Full Moon Rewards program is free to join and offers an abundance of benefits to our patrons, who are rewarded for their loyalty. Earn points every dollar spent across the whole venue – Restaurant, Bars, VIP Gaming and any of our four local bottle shops.

Simply swipe your Full Moon Rewards card each visit for benefits and automatic entry into our various, exclusive Member's Promotions.

Membership forms are available throughout the Hotel, Bottle-shops & online!

**Remember to ask each Patron if they have a Full Moon Rewards card during purchases!**

Patrons can apply for free membership online  
<https://fullmoonhotel.com.au/membership>

## 1 POINT

for every  
\$5 turnover  
on gaming  
machines

## 2 POINTS

for every  
\$1 spend  
on food &  
beverage



# PERSONAL PRESENTATION

First impressions are lasting impressions. As representatives of the venue your personal and professional presentation is important to us and should be to you.

Good health and hygiene are very important in the hospitality industry as you come into contact with a large number of people daily. Take care of yourself to ensure your health and wellbeing.

- Make sure you get sufficient sleep and maintain a well-balanced diet so that you present for work feeling fit, healthy and ready for duty.
- Present to work bathed and well groomed with effective deodorant and subtle aftershave or perfume.

## UNIFORMS

At all times your uniform is to be clean, well ironed and worn correctly. Please speak to your hiring manager to discuss what uniform is required for your role and what will be provided to you. You are responsible for keeping them in good repair.

## HAIR

Clean, well-groomed style and is to be kept off-face. Long hair **MUST** be tied back from face and worn up.

# PARKING

Hotel parking is reserved for our patrons. Staff can use the following areas to park :

- Eagle Terrace
- Curlew street - be mindful of yellow lines
- Loudon Street (hotel side of the road please)

Please respect our neighbours when arriving and leaving the venue.

## **Bottleshop Employees**

Please see your store manager regarding parking at each store.



# PUBLIC TRANSPORT

We are a short walk from the Sandgate Railway Station and Bus Interchange. [Click here to plan your journey](#)



# The Publican's Publish

**A monthly newsletter is sent out to all staff about upcoming promotions, events, training and reminders!  
You will be automatically signed up to receive this.**

## **Employee Discount**

Employees are entitled to 20% off food on rostered days only. No friends/ family of employees are eligible for discounts.

## **Employee Facilities**

We have a dedicated staff room where you can take your breaks and your personal valuables can be stored. The area also has a change room, microwave and fridge, available for staff use. Please leave the area clean, and remove all dirty plates and glassware.

## **Annual Staff Celebration**

We know how hard our team members work throughout the year. To celebrate our team and their achievements we gather to enjoy good food, good drinks and good times!

## **Facebook Group**

Join our staff Facebook group [Full Moon Hotel and Bottleshop Employee Group](#), a place for FMH & Bottleshop team to keep in touch and up to date with work related matters.





# foundU

## **What is FoundU?**

FoundU is our employee management system where we induct new employees, upload documents and certificates, share communication, publish rosters, submit leave requests and regular availability, store our policies and procedures, and sign in and out of shifts and breaks,

Rosters are posted weekly via FoundU. To view your roster online at any time, go to your FoundU profile, or download the FoundU app. Any request to swap or change your roster must have prior approval from your manager.

You are encouraged to arrive for your shift with ample time (at least ten (10) minutes) to check the notice board for current promotions/specials and to receive instructions in relation to the upcoming shift. You **MUST** be ready to start work, in the correct uniform, at your rostered time.

## **How you get Paid**

Electronic Timesheet: You are required to clock in and clock out via FoundU on the iPads provided on site. It is your responsibility clock in and out for each shift and breaks.

The pay week runs from Monday to Sunday and payday is Tuesday. Payment will be by direct deposit into your nominated bank account and may take up to 72 hours to transfer depending on your banking institution.



## **Availability and Taking Time Off**

Full-time and Part-time employees must use the leave application via FoundU.

For casual employees, there are two types of availability :

1. **On Going:** usual week-to-week availability.
2. **Once Off:** irregular time off (eg. a day off for a birthday). Once Off is also a request and requires approval. You'll receive a notification once the leave has been approved. You'll find these under Time off > availability on your FoundU profile.

A minimum of 2 weeks is required for any updates to leave – ongoing or once off. If you have any questions,

**FOH team** please email Jenny at [employees@fullmoonhotel.com.au](mailto:employees@fullmoonhotel.com.au).

**Kitchen Team** contact Head Chef Richard on 0408 275 020

**Bottle-shop Team** email Scott. [groupretailmanager@fullmoonhotel.com.au](mailto:groupretailmanager@fullmoonhotel.com.au)

## **Leave Restrictions**

Please be aware that in the hospitality industry leave restrictions may apply over busy holiday periods, such as Christmas, New Year's and public holidays.

## **Absenteeism and Lateness**

If you're unable to report for duty or think you may be late for your shift, you must advise your Manager by phone (text messages are NOT acceptable) at least four (4) hours before your scheduled starting time – or as early as possible. In the case of an accident or emergency, this does not apply.

Front-of-house employees call the Duty Manager phone at 0436 858 008.

Bottle shop employees call your associated store.

Kitchen employees call the Duty Manager phone at 0436 858 008.

Repeated absences or lateness may result in disciplinary action and possible termination of employment.

# *THE BUDDY SYSTEM*

To support you in your first few weeks we have a buddy system in place. You will be assigned to a colleague who will assist you in becoming familiar with our venue and its operations. Management will select an employee as your buddy based on the experience and expertise relevant to your position.

Be sure to use the experience of your buddy to your full advantage. They will assist you with :

- Introducing you to other employees and regular patrons
- Advising you of relevant venue policies and procedures
- Answering your queries and problems
- Providing you with constructive comments to assist your performance
- Liaising with Management to help you achieve success in your role

Ongoing, you will be supported in your role by The Full Moon Hotel / Bottleshop Management and colleagues.





## *NEXT STEPS...*



Read and sign policy documents on your FoundU profile.



As part of Full Moon Hotel's commitment to the development, safety and wellbeing of our team, we have proudly partnered with Allara Global to provide you with access to an industry leading online learning platform!

This platform provides access to a library of engaging and interactive training courses, giving you the skills to be successful in your role.

On your learning account, you will find Learning Plan : **Induction**

- 1.** Once completed you will have access to **Induction 2**, both of which are required to be completed as part of your skills development journey.

***THESE STEPS NEED TO BE COMPLETED  
BEFORE YOU'RE ROSTERED SHIFTS!***