

Sydney Turf Club
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STC AND MEAA Customer Service Workplace
Agreement 2006

"Delivering the experience through exceptional customer service"

Arrangement

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1. Parties & Coverage

- 1.1 The parties to this agreement are the Sydney Turf Club (STC) and the Media Entertainment & Arts Alliance (MEAA).
- 1.2 The parties declare that this agreement was entered into without any duress by any party to it.
- 1.3 This agreement applies only to casual employees employed on an hourly basis for work done for the purpose of conducting a race meeting, designated functions, events or trade shows conducted for the Sydney Turf Club.
- 1.4 The agreement shall apply to all current and future employees of the STC at its locations in Rosehill, NSW and Canterbury, NSW who are engaged in the occupations of parking attendants, cloak room attendants, board attendants, token/race book sellers, betting inspectors, guest relations officers, ticket examiners, customer service attendants, uniform room supervisor, raceday officials and employees who are Supervisors to any of the above named positions and employees who, but for the operation of this agreement, would be covered by the Theatrical Employees (Recreation Grounds and Raceday Racing Officials - NSW and ACT) Award 1990 (the award).
- 1.5 The agreement shall not apply to an honorary official, that is, any person who is either a member of the STC or who has previously acted in an honorary capacity in performing functions for which wage rates are prescribed by this agreement.
- 1.6 This agreement shall replace in full the Theatrical Employees (Recreation Grounds and Raceday Racing Officials - NSW and ACT) Award 1990.

2. Operation and Duration

- 2.1 This agreement shall take effect from the date upon which the OEA receives the employer's declaration together with a written copy of the agreement.
- 2.2 Employees covered by this agreement at the date referred to in sub clause 2.1 will be paid the wages, overtime and allowances in accordance with this agreement from the beginning of the first pay period to commence on or after 22 March 2006 or the date of employment, whichever is the later.
- 2.3 This agreement shall remain in force for a period of thirty-six (36) months.

3. Rostering

- 3.1 Employees are required to access and review rosters electronically through the Club's computerised roosting system (e-tivity or its equivalent). A roster, a minimum of one (1) month and maximum of three (3) months duration, will be posted on e-tivity a minimum of 14 days prior to the commencement of the roster;
- 3.2 Access to e-tivity (or its equivalent) will be provided on site through a "Kiosk", and a printer will be available to enable the printing of rosters if required. Employees can also access roster details off site through e-tivity via the Internet;
- 3.3 Employees shall accept or reject shifts through e-tivity a minimum of seven (7) days prior to the first rostered shift. Failure to accept shifts seven (7) days prior to the first rostered shift will result in the shift being offered to another employee;

- 3.4 In the event an employee is unable to attend a rostered shift the employee will provide the STC with a minimum of 48 hours notice. Employees must advise of their unavailability by “rejecting” the shift through e-tivity as soon as is practicable. A persistent failure to provide the required notice may result in future shifts not being allocated to the employee;
- 3.5 In cases where unforeseen emergency or illness prevents the employee from providing the required notice in sub clause 3.4, the employee must advise of their unavailability by “rejecting” the shift through e-tivity as soon as is practicable, but no later than four (4) hours prior to the scheduled shift starting time. Notification within four (4) hours of the scheduled shift starting time must be made by telephoning the Customer Service Manager or the Rostering Office;
- 3.6 Subject to clause 19, in the event an employee is not required to attend a rostered shift the STC will provide the employee with a minimum of 48 hours notice;
- 3.7 Preparation of the roster, and allocation of shifts to employees, shall be made having regard to the STC’s operational needs, the skills, qualifications and experience of the employee and the core competencies prescribed in Schedule B and the employee’s attendance record at training activities prescribed in sub clause 7.2;
- 3.8 The duration of each shift, as advised at the commencement of the shift, is an estimate only. Subject to the payment of minimum hours outlined in clause 8.1 actual hours worked will be determined subject to the demands of the business;
- 3.9 Employees are required to record hours worked by using the e-tivity “Fingerscan” time and attendance system (or its equivalent). Employees must personally register on the system at the commencement and completion of each shift. Failure to do so may result in delayed payment of wages and/or disciplinary action;
- 3.10 Failure by the employee to follow the requirements of this clause may result in future shifts not being allocated to the employee.

Transitional Arrangements

- 3.11 Effective from 1 April 2006, for a period of six (6) months, the following transitional arrangements will apply to the provision of hard copy rosters;
- 3.12 A roster, a minimum of one (1) month and maximum of three (3) months duration, will be issued personally, or mailed, to employees 14 days prior to the commencement of the calendar month;
- 3.13 Should an employee not receive a roster in accordance with 3.12 the employee is required to advise the Operations & Customer Service Department;
- 3.14 Employees shall contact the Operations & Customer Service Department a minimum of seven (7) days prior to the first posted race meeting of the roster to confirm shifts. Contact can be by designated telephone, fax, e-mail or surface mail;
- 3.15 Hard copy rosters shall cease to be provided after 30 September 2006.

4. Flexibility of Labour

- 4.1 For the purposes of increasing productivity and flexibility and improving customer service as well as enhancing opportunities for employees, employees are to perform a wider range of duties including work that is incidental or peripheral to their main tasks or functions.

- 4.2 Employees shall comply with all reasonable requests to transfer or change jobs within the classifications of this agreement including a transfer of duties within the one engagement.
- 4.3 If, during a single engagement, an employee performs work covered by two or more different classification groups at the direction of a Supervisor, payment shall be made at the rate applicable to each classification for the time worked in each classification, provided such time worked in the different classification is at least one half hour.

5. Classification Structure and Rates of Pay

CLASSIFICATION	JOB TITLE
Supervisor (accredited)	Supervisor
Supervisor (non - accredited)	Supervisor
Guest Relations Officer	Guest Relations Officer – Enquiry Office. Guest Relations Officer – Customer Service Office
Customer Service Attendant – Level 1.	Racebook Seller, Token Seller, Board Attendant, CCTV Attendant, Course Security, Rail Crossing Officer
Customer Service Attendant – Level 2.	Ticket Examiner, Uniform Attendant
Customer Service Attendant – Level 3.	Cloak Room Attendant, Car Park Attendant. Not elsewhere classified
Betting Inspector	Betting Inspector
Raceday Official	Judge, Assistant Judge, Clerk of Scales, Assistant Clerk of Scales, Timekeepers, Photo Finish Operator, Racecaller/Announcer.

- 5.1 Progression to Supervisor (accredited) will be subject to successful completion of Certificate 4 in Front line Management, or an equivalent qualification and/or appropriate skills and work experience as assessed by the STC, the availability of a position and the operational needs of the business.
- 5.2 Employees will be classified by the STC according to the duties allocated to the employee for each particular engagement;
- 5.3 Hourly rates of pay for each classification are prescribed in Table A of Schedule A of this agreement;
- 5.4 Allowances are prescribed in Table B of Schedule A of this agreement;
- 5.5 It is recognised that some employees may not have sufficient skills and experience to complete all the requirements of each classification. For this reason the following provisions shall apply:
- 5.5.1 Employees aged 16 years and less than 17 years shall receive 75% of the rate for the appropriate classification;

5.5.2 Employees aged 17 years and less than 18 years shall receive 85% of the rate for the appropriate classification;

5.5.3 Employees aged 18 years and over shall receive 100% of the appropriate classification.

6. No Extra Claims

6.1 There shall be no wage increases sought or granted during the period of this Agreement over and above those prescribed in schedule A;

6.2 This agreement covers the whole field of employment matters and the MEAA agrees not to engage in industrial action, during the nominal term of this agreement, for the purpose of supporting or advancing claims against the STC in respect of the employment of employees whose employment is subject to this agreement.

7. Core Competencies and Training

7.1 The parties recognise that in order to improve efficiency and customer service an increased commitment to training and skill development is required. To achieve this objective it is agreed that on the job assessments will be undertaken and appropriate training and development programmes will be delivered to enable employees to acquire and enhance the core competencies outlined in Schedule B. The STC will meet the costs associated with the delivery of such training and development activities.

7.2 Consistent with sub clause 7.1, employees may be required to attend compulsory training and development activities, including staff briefings and information sessions, up to a total of eight (8) hours per annum without payment. Attendance at compulsory training and development activities, in excess of eight (8) hours per annum, shall attract payment at ordinary rates of pay.

7.3 An allowance, as prescribed by Table B of Schedule A, will be paid to each employee for attendance on non race days at compulsory training and development activities to compensate for travel and other incidental expenses.

7.4 The minimum engagement for compulsory training and development activities or briefing sessions shall be one hour. Where this engagement falls on the same day prior to, or after, a race meeting or designated event, the engagement shall be considered a separate engagement.

7.5 Employees attending non-compulsory training and development activities shall not receive payment or an allowance.

7.6 Employees attending training that is required by law (e.g. RSA or RCG) shall not receive payment or an allowance.

8. Ordinary Hours of Work and Minimum Engagement

8.1 Any time worked between 8.00 am and midnight, Monday to Sunday is ordinary hours, with a minimum engagement of 3.5 hours to be worked consecutively, with the exception of engagements at designated events, where the minimum engagement shall be 2 hours.

- 8.2 Designated events shall include, but not be limited to, barrier trials, functions, trade shows and sporting events;
- 8.3 An employee may be engaged to work at a race meeting that is prior to or following a designated event. Where the same employee is engaged for the designated event, on the same day, each engagement will be a separate engagement.

9. Sundays & Public Holidays

- 9.1 All ordinary hours worked on a Sunday shall be paid for at the rate of time and one half.
- 9.2 All ordinary hours worked on a public holiday shall be paid at the rate of double time.
- 9.3 Public Holidays are such days as are proclaimed by the NSW Government from time to time as public holidays in the local area where this agreement applies.

10. Overtime

- 10.1 Overtime shall be payable to an employee for all time worked in excess of eight hours per day or for all work performed between midnight and 8.00 am.
- 10.2 Overtime shall be paid at the rate of time and one half for the first two hours and double time thereafter for work performed on a day other than a Sunday or public holiday.
- 10.3 Overtime on a Sunday or public holiday shall be paid for at the rate of double time.
- 10.4 An employee required to work overtime shall be paid a minimum of half an hour with any further period calculated to the next whole fifteen minutes.

11. First Aid

- 11.1 First Aid facilities and first aid kits shall be provided by the STC at Rosehill Gardens and Canterbury Park. In the event of an accident occurring, the necessary first aid attention shall be rendered by qualified personnel such as St Johns Ambulance Officers or a qualified First Aid Officer;
- 11.2 An employee(s) rostered to work as a First Aid Officer in the First Aid Room at Rosehill Gardens or Canterbury Park must hold a current Senior First Aid Certificate. Such employee(s) shall be paid at the rate of Guest Relations Officer;
- 11.3 From time to time, the STC may conduct a Senior First Aid Certificate Course. Subject to course participant limits, employees may nominate to attend this Course. Attendance is not compulsory and employees shall not receive payment for attendance. Employees who attend, and successfully complete, this STC sponsored Senior First Aid Course shall be required to provide first aid, if the need arises, while on duty.

12. Employee Handbook

- 12.1 Employees agree to comply with the policies and procedures outlined in the "Casual Employees' Handbook" as amended from time to time.
- 12.2 Disciplinary action may be taken against an employee who breaches the provisions of this clause.

13. Alcohol and Drugs

- 13.1 Employees will not be allowed to enter or work in the workplace if the employee is under the influence of alcohol or any other substance which impairs the persons work performance or creates an unsafe work environment.
- 13.2 Drinking while on duty, or during authorized breaks, is prohibited.
- 13.3 Disciplinary action may be taken against an employee who breaches the provisions of this clause.

14. Smoking

- 14.1 Consistent with the Club's customer service culture, smoking while on duty is prohibited;
- 14.2 Smoking is permitted during authorised breaks within the designated smoking areas only.
- 14.3 Disciplinary action may be taken against an employee who breaches the provisions of this clause.

15. Personal Protective Equipment (PPE)

- 15.1 Protective clothing and/or equipment will be issued on the day at the commencement of the employees shift;
- 15.2 Employees engaged as Car Park Attendants will be issued with appropriate protective clothing and/or equipment;
- 15.3 Employees must ensure they wear and use all protective clothing and/or equipment and ensure it is returned on completion of their engagement;
- 15.4 Any protective clothing and/or equipment issued remains the property of the Sydney Turf Club at all times.

16. Equipment

- 16.1 Equipment, including but not limited to mobile phones or computer equipment, is issued on the basis that the employee shall be financially responsible for any unreasonable loss of or damage to the equipment during employment or failure to return the items to the STC when terminating employment.
- 16.2 The STC will deduct from any monies due to the employee, including but not limited to salary, wages and statutory entitlements, the cost associated with any unreasonable loss of or damage to such equipment.

17. Crib Break

- 17.1 An employee required to work in excess of four and one half consecutive hours shall be allowed a paid crib break of thirty minutes;
- 17.2 Crib breaks shall be taken at a time convenient to the STC based on the operational requirements of the event and the type of duties being performed;

- 17.3 Employees who do not qualify for a meal break will be allowed, where practicable, one rest period of ten minutes which shall be counted as time worked;
- 17.4 The STC will provide a reasonable meal to all staff engaged to work at a race meeting who are eligible for a paid crib break pursuant to clause 17.1. The current practice dealing with the availability of tea and coffee during crib breaks shall continue;
- 17.5 An employee who works at an STC Night Race meeting, and does not qualify for a paid crib break, shall receive a reasonable meal provided by the STC. This meal shall be provided prior to or at the completion of the shift.

18. Anti-Discrimination/EEO

- 18.1 STC has comprehensive policies and procedures aimed at the prevention and elimination of discrimination and harassment in the workplace. This includes discrimination on the grounds of race, sex, marital status, disability, homosexuality, transgender identity, age and carer's responsibilities. It is the intention of the parties to apply this agreement in a manner consistent with the relevant State and Commonwealth laws relating to discrimination and equal employment opportunity.

19. Postponement/Cancellation

- 19.1 This clause shall apply to the postponement or cancellation of a race meeting, function or event;

NOTICE GIVEN	PAYMENT DUE
More than 2 hours before an employee's scheduled starting time.	No payment.
Within 2 hours of an employee's scheduled starting time and the employee reports for duty.	Half minimum engagement (1.75 hours).
Where a phantom meeting is conducted in lieu of a cancelled or postponed race meeting and employees are not required.	Entitlements as set out above.

- 19.2 Notice may be given personally or publicly through the press or electronic media.

20. Payment of Wages

- 20.1 Payment of wages will be made by means of electronic funds transfer;
- 20.2 Employees will be paid fortnightly into a nominated bank account of their choice;
- 20.3 Funds paid by electronic transfer will be made available to the employee within three working days after the end of the nominated pay period. The nominated pay period is Monday to Sunday;
- 20.4 Pay details will be provided electronically through the Club's computerised Employee Self Service System (ESS). Access to ESS will be provided on site through a "Kiosk", and a printer will be available to enable the printing of payslips where required. Employees can access pay details off site through ESS by entering the Club's website.

Transitional Arrangements

- 20.5 Effective from 1 January 2006, for a period of six (6) months, transitional arrangements will apply to the provision of hard copy payslips. That is, hard copy payslips will continue to be made available and employees are responsible for collecting their pay slips or have a representative with a signed authority pick it up on their behalf. All pay slips will be disposed of bi monthly if not collected from the designated collection point.
- 20.6 Hard copy payslips shall cease to be provided after 30 June 2006.

21. Performance Management

- 21.1 At least once each year, and more regularly if required, each employee shall participate in a performance development review with his or her supervisor. The process shall review, evaluate and improve work performance, consistent with the competencies set out in Schedule B and the Club's customer service standards, by developing individual employees through constructive feedback, recognition, training opportunities and career guidance.
- 21.2 The review process shall be documented to ensure follow up action is undertaken.

22. Uniform and Footwear

- 22.1 Where an employee is required to wear distinctive clothing such clothing shall be supplied by the STC. Distinctive clothing is clothing which identifies the STC;
- 22.2 Where the employee is responsible for the laundering and/or cleaning of distinctive clothing, the employee shall be paid a laundry allowance as prescribed in Table B of Schedule A. The provisions of this clause do not apply where the distinctive clothing is laundered by the STC;
- 22.3 Distinctive clothing is issued on the basis that the employee shall be financially responsible for any unreasonable loss or damage or failure to return the items to the STC when terminating employment;
- 22.4 STC intends to issue new distinctive clothing during the term of this agreement. Employees will be required to lodge a deposit of \$50 to cover the unreasonable loss or damage of this distinctive clothing. The deposit or, subject to any unreasonable loss or damage, the balance owing will be refunded on termination. The deposit will be deducted in five (5) instalments of \$10.00 each over five (5) pay periods as soon as is practicable after the issue of the distinctive clothing or commencement of employment;
- 22.5 Employees are to supply and wear trousers, belt, or knee length skirt in good repair, consistent with STC Uniform Guidelines, as amended from time to time;
- 22.6 Employees are required to supply and wear suitable, fully enclosed black shoes with rubber soles. Shoes may be black leather or black leather look a like. Running shoes are not permitted;
- 22.7 A footwear allowance, as prescribed in Table B of Schedule A, shall be paid to employees who are regularly working where adverse conditions underfoot regularly occur. This will generally apply to car park and horse stall areas. The allowance shall be paid in the last week of February each year.

23. Accommodation

- 23.1 Where reasonable, practicable provision shall be made for employees to be protected from adverse weather conditions by the use of temporary or permanent weatherproof shelters;
- 23.2 Casualty rooms located at Rosehill Gardens and Canterbury Park are available for use by staff.

24. Grievance & Dispute Resolution Procedure

- 24.1 The aim of this procedure is to ensure that, during the term of the agreement, industrial grievances or disputes are prevented or resolved as quickly as possible at the level they occur in the workplace. At any time during the procedure an employee may elect to be represented by an official of the MEAA. During the life of the agreement there shall be no disruption to or cessation of normal work other than in relation to bona fide safety issues. In the event of a safety issue the grievance procedure shall be followed.
- 24.2 Where a dispute or grievance arises, or is considered likely to occur, the steps below are to be followed. In order to permit a peaceful resolution of grievances the status quo shall remain and work shall continue as normal while the procedure is being followed (status quo shall mean the situation existing immediately prior to the dispute or the matter giving rise to the dispute). Reasonable time limits must be allowed for discussion at each step in the procedure.

Step 1

The matter is discussed between the employee(s), the union delegate if the employee so wishes and the immediate supervisor involved. If the matter remains unresolved then;

Step 2

The matter is discussed between the employee, the union delegate if the employee so wishes, the supervisor and the Operations Manager or the Customer Service Manager. If the matter remains unresolved then;

Step 3

The matter is discussed between the employee, the union delegate and/or an MEAA official if the employee so wishes, the GM – Operations & Customer Service and the GM – Employee Relations. If the matter remains unresolved then;

Step 4

The matter is discussed between senior representatives of the STC and the MEAA, if the employee wishes to be represented by the union. The parties agree to exhaust the processes of conciliation before considering step 5. It is also agreed that the parties will not deliberately frustrate or delay the proceedings;

Step 5

The matter may be referred by either party to the Australian Industrial Relations Commission in order for the Commission to conciliate a resolution of the matter in dispute. If resolution by conciliation is unsuccessful, the Commission may make a recommendation on an appropriate outcome.

Note

At an appropriate stage in this procedure the Club may be represented by a consultant, or any other external representative, at the Club's sole discretion. At the invitation of an employee or employees, the union(s) of which the employee(s) is a member may represent the employee(s) at an appropriate stage in this procedure.

25. Occupational Health & Safety and Workers Compensation

- 25.1 The parties recognise that an effective health & safety program provides significant benefits in both human and economic terms.
- 25.2 STC management is committed to the continuous monitoring and upgrading of its OH&S program. The STC shall where appropriate:
- (a) Take all reasonable and practicable action to achieve and maintain a performance level which safeguards the health and safety of all employees in accordance with relevant OH&S legislation;
 - (b) Provide information, instructions and training of employees to increase personal understanding of safe work practices, workplace hazards and principles of hazard control;
- 25.3 All employees are to be involved in safety matters and contribute to the reduction of hazards. Employees are to work jointly with management to:
- (a) identify and reduce the risk associated with all types of work related events that may result in illness or injury;
 - (b) identify, measure and control to safe levels any physical agents in the workplace capable of causing ill health;
 - (c) promote the good health and welfare of employees;
 - (d) report any perceived hazard to the immediate supervisor;
 - (e) report any work related injury to the immediate supervisor;
 - (f) wear at all times any safety clothing, footwear or equipment issued and specified for the job.
- 25.4 The parties agree to cooperate in the development and implementation of strategies and actions that will 1)improve safety and health and reduce the incidence of work related injury or illness; and 2) improve the process of workplace rehabilitation and workers compensation management to reduce the time lost through injury.

26. COMMUNICATION, INFORMATION SHARING AND CONSULTATION

- 26.1 In developing effective participative processes, the parties acknowledge that communication, information sharing and consultation are the key to developing a spirit of trust between management and employees;
- 26.2 The STC is committed to making available senior representatives to meet regularly with employee representatives to discuss the following:
- (a) The implementation of this agreement.
 - (b) Measures to encourage the training and multi-skilling of employees.
 - (c) Review of work systems and arrangements with a view to improving efficiency, productivity and customer service.
 - (d) Develop key performance indicators so that management and employees may work towards improving the Club's performance.

27. CASHIERING SHORTAGES

- 27.1 The Club will not deduct any sum from the wages or income of an employee in respect of cash shortages where the Club has instructed the employee to allow any other employee or person access to the cash tray during the employee's shift;

27.2 The Club will not deduct any sum from the wages or income of an employee in respect of cash shortages where the Club has not allowed the employee time to check their stock and not given the employee the opportunity of providing an explanation as to the shortage.

SCHEDULE "A"

Table A

Classification structure and Rates of Pay

CLASSIFICATION	HOURLY RATE	
	22/03/08	01/10/08
Supervisor (accredited) (Note 1)	\$22.47	\$22.92
Supervisor (non-accredited)	\$19.95	\$20.35
Guest Relations Officer	\$19.06	\$19.45
Customer Service Attendant Level 1 (CS – 1)	\$18.39	\$18.76
Customer Service Attendant Level 2 (CS – 2)	\$17.49	\$17.84
Customer Service Attendant Level 3 (CS – 3)	\$16.83	\$17.17
Junior (aged 17 and less than 18) (Note 2)	\$14.30	\$14.59
Junior (aged 16 and less than 17) (Note 2)	\$12.62	\$12.88
Betting Inspector	\$20.43	\$20.43
Raceday Official	Rate to be determined based on qualifications and experience, but not less than Customer Service Attendant Level 1.	

Note 1:

Progression to Supervisor (accredited) is determined by the Club and is subject to the operational needs of the business. It is not automatic on gaining the necessary qualification

Note 2:

- Employees aged 16 years and less than 17 years shall receive 75% of the rate for the appropriate classification;
- Employees aged 17 years and less than 18 years shall receive 85% of the rate for the appropriate classification;
- Employees aged 18 years and over shall receive 100% of the appropriate classification.

Rates include annual leave and long service leave.

The rates of pay contained in the above schedule have been loaded to compensate employees for entitlements arising from legislation applying in the State of New South Wales at the time of the making of this Agreement in relation to annual leave and long service leave.

SCHEDULE "A" (cont)

Table B

Allowances

TYPE	CURRENT	22/03/06	22/03/07	22/03/08
Laundry	\$2.50	\$2.58	\$2.65	\$2.73
Footwear	\$15.60	\$16.07	\$16.55	\$17.05
Training	NA	\$20.00	\$20.60	\$21.22

SCHEDULE “B”

CLASSIFICATION STRUCTURE

CLASSIFICATION	CORE COMPETENCIES	
Supervisor (accredited and non accredited)	People Management	<ul style="list-style-type: none"> • Able to coordinate work, lead and motivate a team.
	Communication	<ul style="list-style-type: none"> • Able to communicate effectively with customers, staff and management. at all levels. • Able to obtain cooperation from and influence others.
	Customer Service	<ul style="list-style-type: none"> • Ensures team is conversant with customer service standards. • Demonstrates a highly focussed attitude to customer needs and respond quickly.
	Problem Solving	<ul style="list-style-type: none"> • Able to solve problems by translating and interpreting information. • Demonstrates analytical and reasoning skills.
	Teamwork	<ul style="list-style-type: none"> • Encourages team participation to achieve goals. • Coordinates team’s work.
	Cash Handling	<ul style="list-style-type: none"> • Able to manage the movement of cash. • Able to oversight high volumes of transactions.
Guest Relations Officer	Communication	<ul style="list-style-type: none"> • Able to communicate effectively with customers, staff and management at all levels.
	Customer Service	<ul style="list-style-type: none"> • Demonstrates a highly focused attitude to customer needs and responds quickly.
	Problem Solving	<ul style="list-style-type: none"> • Able to solve problems by translating and interpreting information.
	Teamwork	<ul style="list-style-type: none"> • Able to assist in coordination of team’s work and cooperate with team members.
	Computer Skills	<ul style="list-style-type: none"> • Able to undertake keyboard operations and operate basic computer applications.
	Cash Handling	<ul style="list-style-type: none"> • Able to handle high levels of cash in an effective manner.
Customer Service Attendant Level 1 (CS - 1) Racebook Seller, Token Seller, Cloakroom Attendant (handling cash).	Communication	<ul style="list-style-type: none"> • Able to communicate effectively with customers, and team members.
	Customer Service	<ul style="list-style-type: none"> • Demonstrates a focussed attitude to customer needs and the provision of information.
	Problem Solving	<ul style="list-style-type: none"> • Able to solve problems within defined guidelines and delegated authority.
	Teamwork	<ul style="list-style-type: none"> • Able to display cooperation with others in the workplace.
	Cash Handling	<ul style="list-style-type: none"> • Able to display efficiency and accuracy in cash transactions.
Customer Service Attendant Level 2 (CS - 2) Ticket Examiner, Uniform Attendant, Turnstile Attendants, Jockey Room Attendants, Horse Stall Attendants.	Communication	<ul style="list-style-type: none"> • Able to communicate effectively with customers, and team members.
	Customer Service	<ul style="list-style-type: none"> • Demonstrates a focussed attitude to customer needs and the provision of information.
	Problem Solving	<ul style="list-style-type: none"> • Able to solve problems within defined guidelines and delegated authority.
	Teamwork	<ul style="list-style-type: none"> • Able to display cooperation with others in the workplace.
	Cash Handling	<ul style="list-style-type: none"> • Able to display efficiency and accuracy in cash transactions.
Customer Service Attendant Level 3 (CS - 3) Cloak Room Attendant, Parking Attendant, Cleaner, all other employees not elsewhere classified.	Communication	<ul style="list-style-type: none"> • Able to communicate effectively with customers, and team members.
	Customer Service	<ul style="list-style-type: none"> • Demonstrates a focussed attitude to customer needs and the provision of information.
	Problem Solving	<ul style="list-style-type: none"> • Required to solve routine problems within established work routines.
	Teamwork	<ul style="list-style-type: none"> • Able to display cooperation with others in the workplace.

The parties bound by this Agreement hereunder affix their respective signatures in witness to their agreement:

Signed:

In the presence of:

.....
SECRETARY/CHIEF EXECUTIVE
FOR AND ON BEHALF OF THE
SYDNEY TURF CLUB

.....

.....
DATE

Signed:

In the presence of:

.....
FEDERAL SECRETARY
FOR AND ON BEHALF OF THE
MEDIA ENTERTAINMENT &
ARTS ALLIANCE

.....

.....
DATE