

Tourism Level 2 – Yr 12; Agroventures Staff & Teacher Resource

24728 – Demonstrate knowledge of work roles in Tourism

24730 – Demonstrate knowledge of the Business of Tourism (element 3)

What does the attraction provide visitors?

On site we offer 5 unique New Zealand adventure activities in one centrally located hub. We have the Agrojet, Freefall Xtreme body flying, Shweeb, Swoop and Bungy.

Also offer a range of merchandise, food, beverages, and photography. In addition we also tailor make activity programs for corporate team building events, school visits and hire out the park to entire groups.

Visitors come to Agroventures to challenge themselves, escape their every day life and most of all to have fun!

We have been in operation since 1998 with various activities joining the team over the years and the site has undergone extensive development over the past 3, including the new reception building, viewing balconies and BBQ area.

Up to Date Information about Agroventures

- ❑ Year End August 2009, we completed 60,000 rides.
- ❑ On average every visitor arrival purchases 1.5 rides.
- ❑ Our main visitor markets are 40% domestic mainly self-drive coming from Auckland or within a 3-hour drive of Rotorua
- ❑ The remainder of our visitors are internationals coming from
 - Australia, UK, USA, Europe, Ireland & India

We employ a total staff of 26 full time staff members and 3 part time. Staff is dedicated to working in their own areas of expertise, e.g jet boat driver, bungy jumpter, reception, accounting, marketing, flight master, Shweeb meister!!

Job Profile (use a front line staff example as a job role, e.g – jet boat driver, bungy operator, front reception, flight master, Shweeb meister)

Must cover off:

- ❑ Short introduction about staff members own work story and current position within the organization.
- ❑ Key tasks and duties (front line position example)
- ❑ What he/she brings to the job, knowledge, skills and potential attributes

Industry expectations

Skills

Communication
 Teamwork
 Administrative
 Computer
 Time management
 unsupervised
 Numeracy
 Sales
 emergency
 Technical
 Job specific

Knowledge

Organisational
 Second language
 Legislation requirements
 Of different cultures
 Product knowledge

 Job Specific

Personal Attributes

Genuine interest in people
 Cultural awareness
 Attention to detail
 Initiative
 Ability to work

 Even temperament
 Ability to stay calm in

Personal presentation expectations of:

Hair
 Uniform or dress code
 Jewellery, Makeup, Nails
 Smell – anti-perspirant

- ❑ Average starting wage and job opportunities