

Create joy

Work with Joylab

JOYLAB™

Say G'day to Joylab

Joylab signifies the deliberate creation of joy; a concoction made of one part familiar, one part fresh.

Our journey to over 20 cherished bars sprawled across Auckland was guided by our desire to become everybody's favourite social destinations, served up by our favourite people.

We use the strength of our network to bring more Aucklanders together for the good stuff. Joylab is a beacon for joy - a mark of quality that we can all feel confident in recommending to family, friends and neighbours, and also a new reason to be rewarded for coming together.

We're not in the business of bars, but connecting humans like you to the city of Auckland to bring about joy - that means 50% staff discounts, health insurance, team trips, and room to grow across 20+ unique establishments.

Our winning aspiration
Everybody's favourite social destinations, served up by our favourite people.

We promise to
Bring people together

Our challenge is to
Keep it fresh

Why do we do it
To create joy



Life with Joylab

Brag to your mates about working at Joylab, where our top priority is bringing joy to you – our people. It might sound like a trick, but we've been working on it since 2008 and we've learned a thing or two along the way.

The Good Stuff

There's no doubt that actions speak louder than words. How we do things matters just as much as what we do. The Good Stuff is a set of behaviours we value most in our people. They represent our way of life around here, and a way forward to practice what we preach for the world to see.

Own the outcome together

It's amazing what you can accomplish when you know you're going to share the success. Teamwork divides tasks and multiplies opportunities.

We will



- + Share knowledge and experience
- + Collaborate through trust and respect
- + Share our opinion, then commit to the decision that's made

We won't



- + Throw anyone under the bus
- + Tolerate hidden agendas
- + Put barriers up

Honour the detail

Details are the difference between good and great. We build our reputation daily, one action at a time.

We will



- + Get everyone home safe, every day
- + Train carefully from day one
- + Look after everyone like they're family

We won't



- + Cut corners
- + Lose sight of the big picture
- + Expect people to already know

Don't just enjoy the ride, embrace it

When you're in the business of making people happy, attitude is everything. What's around the corner is never certain, but how we approach it can be.

We will



- + Be quick to laugh, slow to judge
- + Have an open mind and say yes often
- + Have fresh energy every day

We won't



- + Be afraid of change
- + Follow the status quo
- + Miss the learning opportunity in things we don't quite nail

Grow the good

We grow through what we go through. Sharing knowledge and success with each other and our community makes us a stronger, happier team.

We will



- + Celebrate, reward and develop our people
- + Do what we say we're going to do
- + Be humble, always

We won't



- + Shut people down
- + Avoid the tough conversations
- + Settle for less or accept mediocrity

Benefits and Wellbeing

Being part of Joylab comes with a few perks, which we've put together to keep our people happy and healthy.

It goes without saying (but we'll say it anyway) that all the following benefits have policies that guide their use, located on JAM so you can review anytime you need to.

Joylab Staff Rewards Club

Tell me more

The perks of joy don't just apply to our customers, they apply to you too. All of our staff can access the special Staff Rewards Club from the first day of employment, giving you \$1 Reward Dollar for every \$10 you spend, a 10% return that only gets better the longer you work for us.

After a year of employment, you qualify for a 15% return, and after two years, a 20% return. Ace!

How do I get this?

Simply head to rewards.joylab.co.nz to register, then collect a card from your business leader and make sure to register it to your account.

Leadership Discount

Tell me more

With any senior role comes a little extra responsibility, so we want to say thanks by giving you 50% off food and beverage at all 20+ Joylab establishments – enough said!

If you're not yet in a senior role, don't worry – you will still get a 50% discount at your home establishment, plus we offer training to help you work your way up to a leadership role.

How do I get this?

If you are a permanent, full-time;

1. Business Leader;
2. Head Chef;
3. F&B Manager;
4. Sous Chef;
5. Bar/Restaurant Manager;
6. Duty Manager;
7. Event & Experience Manager;
8. Member of the Joylab team

then you qualify from the first day of employment. Simply pop into the Joylab office between 9am – 5pm Monday to Friday, where one of the support team will issue your card on the spot.

Long Service Rewards

Tell me more

If you love Joylab enough to stick around for more than two years, we'll give you the gift of joy – a prezzy® card.

Make it to five years with us and the reward gets better – we'll pay for you and a loved one to fly to Queenstown for a weekend.

How do I get this?

You need to be a permanent full-time team member and complete two years of service for the prezzy® card, and five years of service for the Queenstown trip.

Your reward will automatically come your way when you qualify, like magic! Sweet.

Jetts Fitness

Tell me more

Pump some iron, clock up some kms and workout on your terms at NZ's everyday fitness club, Jetts.

The whole Joylab family are able to benefit from our group membership offer from the first day of employment.

Hospitality Accounts

Tell me more

What better way to know your products than to try them?! That's why all senior roles can enjoy some complimentary food and beverage at your home establishment with a dedicated hospitality account.

Health Insurance

Tell me more

Looking after our people is of chief importance to us, so all our staff are able to access our health, travel and dental insurance discounts from the first day of employment.

How do I get this?

All Joylab staff are eligible to enjoy discounted Jetts memberships. Check out more info about how to access this sweet deal in the JAM library.

How do I get this?

If you are a permanent, full-time

1. Business Leader;
2. Head Chef;
3. F&B Manager;
4. Sous Chef;
5. Bar/Restaurant Manager;
6. Duty Manager; or
7. Event & Experience Manager,

then you qualify from the first day of employment. Simply chat to your immediate report to find out how it all works.

How do I get this?

Simply get in touch with the People Team to find out more at family@joylab.co.nz



Training Programmes

Taking care of our own means giving you a chance to step up, learning the the right ropes to make it to the right place. Joylab's tailored in-house training is your key to moving up in the word - here's how it works:

- + Joylab runs regular training programmes across the entire network of establishments
- + All Joylab staff members are eligible to attend from the first day of employment, free of charge
- + Each programme usually runs for a few hours, and may include some preparation work or readings (don't worry, you won't be up all night)
- + Each programme will be run by an in-house accredited trainer, allowing you to achieve nationally recognized courses by the NZQA (such as LCQ, Chef apprenticeships, hospitality courses and business courses)
- + More information can be found on JAM, or by contacting the Joylab People Team at family@joylab.co.nz

JOYLAB™