

Government Funded Hospitality Training Initiative



A complete training system, at no cost to your business!

Benefits to you and you business

- Aimed at businesses that want relevant, practical, effective training.
- Fully Government funded — an opportunity for a holistic, integrated training system at no cost.
- Includes both ordinary and key staff — managers, supervisors & chefs.
- Ordinary staff training done on-premises by skilled hospitality specific trainers.
- Staff training customized to your particular operational needs, job roles and style of operation.
- Training scheduled to avoid disruption to your business.
- Staff training leads to Certificate 111 or 1V qualifications.
- External management and supervisory to the highest industry standard by Eldred Hospitality.
- Minimal paperwork and administration.
- Helps you to attract and hold better quality staff.

Who are we?

Eldred Hospitality, who have 22 years of experience presenting industry leading short course training to key staff of the who's who of hospitality businesses around Australia and new Zealand, have joined forces with KBS Training, a private Registered Training Organization with specific expertise in high quality hospitality training to Certificate 111 and 1V.



What businesses are eligible?

Hospitality businesses with a minimum 30 staff who are eligible to join the program, or groups of hospitality businesses that are prepared to group together and co-operate in order to present this number of staff. Businesses that group together do not have to share the same ownership.

What staff are eligible to join this program?

Staff eligibility varies according to the Government funding stream that is appropriate for your business. Please call us to arrange for an assessment.

Who are the trainers?

Ordinary staff

- KBS's CEO, Scott Barkla is an ex-Chef himself and he has gathered a talented team of 20+ workplace trainers, with specific experience in both front and back-of-house within the hospitality industry.



Managers, Chefs and Supervisors

- **Tony Eldred** (hospitality management, marketing and leadership), **Ben Walter** (kitchen operations and management) and **Andrew Briese** (cost control) are the principal trainers for Eldred Hospitality.



'The Hospitality Management Specialists'

Eldred Hospitality has 22 years of hospitality specific, key staff training experience with such well known hospitality businesses as the Stokehouse Group, Lake House, Donovan's, Pepper's Hotel Group, and many, many others.

What steps do you take if you are interested?

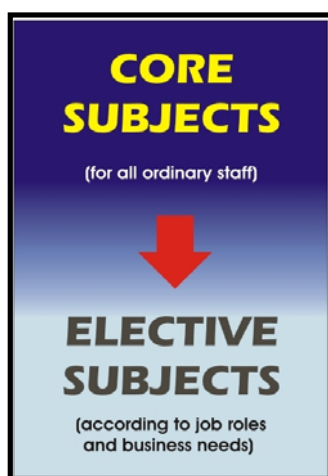
1. Contact Eldred Hospitality on (03) 9813 3311 to arrange an assessment of eligible staff.
2. Assess business training needs and individual training needs and plan training paths for:
 - a. Line staff
 - b. Supervisory staff
 - c. Management
 - d. Chefs
 - e. Other staff
3. Negotiate, agree and sign training agreements.
4. Commence training, both on-site (ordinary staff training) and at Eldred Hospitality's training facility in Camberwell (management and supervisory training).
5. All paperwork and compliance documents will be managed by KBS.

What sort of training is available under this initiative?

1. Certificate 111 in Hospitality Operations (for both front-of-house and back-of-house staff).

Certificate 111 consists of a series of core training modules and a series of elective modules, to suit the particular job your staff are doing:

CORE SUBJECTS



- Work with colleagues and customers
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Develop and update hospitality industry knowledge
- Follow workplace hygiene procedures
- Communicate on the telephone
- Promote products and services to customers
- Deal with conflict situations
- Coach others in job skills

ELECTIVE SUBJECTS

Bar Staff

- Clean and tidy bar areas
- Operate a bar
- Operate cellar systems
- Complete retail liquor sales
- Provide responsible service of alcohol
- Prepare and serve cocktails
- Process financial transaction
- Receive and store stock
- Prepare and serve espresso coffee
- Provide specialist advice on wine



Restaurant Waiters



- Provide a link between kitchen and service areas
- Provide food and beverage service
- Provide table service of beverages
- Provide responsible service of alcohol
- Prepare and serve non-alcoholic beverages
- Develop and update food and beverage knowledge
- Provide specialist advice on food
- Provide specialist advice on wine
- Prepare and serve espresso coffee
- Process financial transaction

Cafe Waiters

- Provide a link between kitchen and service areas
- Provide food and beverage service
- Provide table service of alcoholic beverages
- Provide responsible service of alcohol
- Prepare and serve non-alcoholic beverages
- Develop and update food and beverage knowledge
- Receive and store stock
- Prepare sandwiches
- Prepare and serve espresso coffee
- Process financial transaction



Sommeliers



- Process financial transaction
- Provide table service of alcoholic beverages
- Provide responsible service of alcohol
- Develop and update food and beverage knowledge
- Develop and update local knowledge
- Provide specialist advice on food
- Provide specialist advice on wine
- Manage wine for a wine outlet

Cooks, chefs & kitchenhands

- Follow workplace hygiene procedures
- Develop and update hospitality knowledge
- Organise and prepare food
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Work with colleagues and customers
- Present food
- Receive and store kitchen supplies
- Clean and maintain kitchen premises
- Use basic methods of cookery
- Prepare serve and cook food (holistic unit)
- Prepare appetisers and salads
- Prepare stocks sauces and soups
- Prepare vegetables eggs and farinaceous
- Prepare and cook poultry and game
- Prepare pastries, cakes and yeast goods
- Implement food safety procedures



(cont ...)

Cooks, chefs & kitchenhands (... cont.)

- Prepare foods to dietary and cultural needs
- Coach others in job skills
- Prepare cook and serve food for menus
- Select and cook meat
- Prepare hot and cold desserts
- Prepare and cook seafood
- Plan and prepare food for buffets
- Plan and control menu based catering
- Communicate on the telephone
- Deal with conflict situations
- Promote products and services to customers
- Prepare sandwiches
- Provide responsible service of alcohol
- Handle and serve cheese

2. Certificate 1V and beyond in Hospitality Operations

(for both front-of-house and back-of-house staff).

For staff who have already completed a Certificate 111 in Hospitality Operations, we are able to access funding for further studies through Certificate 1V, right up to Diploma level. Again, and assessment of staff eligibility needs to be undertaken and we would be happy to conduct this for you.



3. Management and supervisory workshops (practical training for key staff)

Each business accepted into the program will be allocated a number of training places in Eldred Hospitality's regular training workshops. These training workshops are conducted at the company's training facility in Camberwell, on a rotating schedule. This means you will be free to send your staff when it suits you. Allocated training courses must be taken within 12 months of the training agreement being accepted.

Prior to sending your staff an Eldred Hospitality representative will visit your business to ascertain the issues that are currently challenging you and to advise you on the proper order of training and development for you key staff.

1. Train-the-Trainer (2 days)

Content summary

- the benefits of training
- the different types of training applicable in a hospitality business
- induction training
- how to train skills
- how to train behaviours
- the job breakdown
- task analysis
- how people learn
- training technique
- practice session

2. Staff recruitment and selection (3days)

Content summary:

- the alternatives to recruitment
- attracting quality applicants
- current employment legislation
- employment advertising — how to construct ads that work
- defining the job
- the four step selection process
- creating the recruitment target
- how to interview systematically
- the various sources of staff
- reference checking and other recruitment tools

Management and supervisory workshops (. . . cont.)
(practical training for key staff)

3. The Hospitality Supervisor (3 days)

Content Summary

- what is a business?
 - the role of supervisors & managers
 - the different kinds of power
 - effective listening
 - being assertive
 - performance feedback
 - coaching
 - counselling
 - termination, redundancy and instant dismissal
 - discipline
 - motivation
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4. The Professional Manager (2 days)

Content Summary

- time management
 - how and what to delegate
 - authority, accountability & responsibility
 - the concept of synergy
 - team building
 - the self controlling workforce
 - problem solving
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5. Cost control for chefs (2days)

Content Summary:

- Defining a Chef's financial responsibilities
- The three main areas requiring food cost control — Supply, Production & Sales
- The mathematics of food cost control
- How to identify and regain control of food costs

Management and supervisory workshops (... cont.)

(practical training for key staff)

6. Marketing your hospitality business (2 days)

Content Summary:

- basic market research
- preparing a marketing plan
- the principles of advertising
- the medium and the message
- using the media for free
- direct mail marketing
- cost-effective printing
- effective signage
- public relations
- cooperative marketing

7. Improving hospitality profits (2 days)

Content Summary:

- increasing your income — your options
- increasing customer numbers
 - gaining new customers
 - increasing repeat trade
- increasing customer average spend
 - selling
 - merchandising
 - menu & winelist construction
- labour management & control
- control of food and beverage costs
 - menu planning
 - effective purchasing
 - goods receipt
 - storage issues
 - portion control
 - wastage control
- reducing overhead costs

All management and supervisory workshops are supported by extensive handout notes, follow-up exams and recommendations as to how to organize practical follow-up upon return to work.