

Certificate III in Hospitality Trainee

Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name: TBC

Date PD Issued: TBC

Position: Certificate III in Hospitality Trainee

Host Employer: Okami Restaurant Warragul

Supervisor: Tang Lian

Westvic Staffing Solutions Apprentice & Trainee Consultant: Katherine Cousins

Duties of Position:

Hospitality trainees may work in a range of hospitality establishments including fast food outlets, coffee shops, take-away facilities, restaurants, function centres, hotels, clubs and casinos. Trainees will learn about the hospitality industry and develop customer service and communication skills, along with a wide range of skills relevant to the functional area and vocational outcome selected.

Tasks Involved:

- Tell guests about the menu and drinks and appropriate combinations of food and drinks
- Serve food and drinks
- Make up bills and present them to customers
- Handle money or credit cards
- Clear tables and return dishes and cutlery to kitchens
- Clean tables and seating areas
- Serve non-alcoholic drinks
- Wipe down tables
- Operate cash registers
- General cleaning
- Assist in stock control
- Observe Workplace Health and Safety, workplace hygiene and security procedures
- Implement feedback in a positive and constructive manner
- Use own initiative where appropriate
- Always respect the privacy and rights of consumers
- Wear the workplace uniform as stipulated and request repairs and replacements as required
- Within the scope of the position, carry out any other duties, as directed by persons in charge
- Complete all study requirements within set deadlines

Work Conditions:

Employees may be required to work split shifts and in the evenings, weekends and public holidays. They spend long periods on their feet and may have to deal with difficult customers.

Key Selection Criteria & Personal Requirements:

- Enjoy working with people
- Friendly, helpful, patient and polite
- Very good communication and interpersonal skills
- Well presented for role
- Time efficient
- Prepared to work weekends and evenings
- Use own initiative where appropriate

Hospitality Trainee

Westvic Staffing Solutions Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community based company and has since evolved as a leading regional provider of employment and training services throughout Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity
- Providing a bridge between school and employment

What is Apprenticeship Employment Network?

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

What is an Australian Apprenticeship / Traineeship?

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from Certificate II level through to a Diploma. Training can be in the form of 'off the job' at a Registered Training Organisation (RTO) or delivered in the workplace.

What is a Training Agreement?

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee and explain the Apprentices / Trainees obligations to the employer and the employer's obligations to the Apprentice / Trainee.

Training agreements are registered with the Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Centre

- Complete all study requirements within set deadlines
- Always respect the privacy and rights of consumers
- Wear the workplace uniform as stipulated and request repairs and replacements as required
- Within the scope of the position, carry out any other duties, as directed by persons in charge

- Able to
 - handle money
 - assist guests with a limited understanding of English
 - record information accurately
 - work as part of a team
 - project a professional manner
 - stay calm in difficult situations

Qualifications and Licenses Required:

Nil

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- **Hours of work:** 38 hours per week, on a rotating roster, which includes weekends and public holidays
- **Award / Agreement:** Hospitality National Training Wage Level A/ Hospitality Industry (General) Award 2020
- **Superannuation:** 10%