

AEN 6.2.4.3 Hospitality (Operations)

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 of the South West Region
- 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 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 2 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

Hospitality Traineeship

Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular 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: TBA

Date PD Issued: 07/02/2022

Position: Cert III in Hospitality - Traineeship

Host Employer: Village Bakehouse

Supervisor: John Stapleton

Host Employer Address: 22 Bank Street, Port Fairy 3284

Westvic Staffing Solutions Apprentice/Trainee Consultant: Kyla Bryce 0460 307 724

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:

- Assist in the preparation of food for dine in and takeaway meals
- Take customers' orders and pass them to kitchen staff
- 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
- Prepare and serve a variety of coffees
- Refill drink dispensers
- Wipe down tables
- Operate cash registers
- Coffee Making
- Clean food and service areas
- General cleaning
- Assist in stock control
- Observe workplace hygiene, Workplace Health and Safety, and security procedures

Work Conditions:

Employees may be required to work weekends and public holidays. They spend long periods on their feet and may have to deal with difficult customers.

Personal Requirements:

- Friendly, helpful, polite, and patient manner
- Good communication skills
- Able to work as part of a team
- Able to project a professional manner at all times
- Able to stay calm in difficult situations
- Good interpersonal skills
- Flexible
- Well presented
- Efficient and speedy
- Able to handle money

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 Per Week: 38**
- **Days per Week: TBA**
- **Award / Agreement: National Training Wage**
- **Superannuation: 10%**
- **Commencement Hourly Rate: TBA**

Copy to : Employee Host Employer Main File

Position Description Acknowledgement

All parties have received, reviewed, and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____