

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 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

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:

Date PD Issued: 25/11/2022

Position: Hospitality Trainee (completing Certificate 3 in Hospitality)

Host Employer: Cappa Rossi's Café & Bistro & Bar

Supervisor: Isabella Laudisio

Host Employer Address: 2/1 Whittlesea-Kinglake Rd, Kinglake VIC 3763

Westvic Staffing Solutions Apprentice/Trainee Consultant: Murray Fielding

Key Responsibilities and Duties:

- Take customers' orders
- Serve food and drinks
- Handle money and eftpos machine
- Clear tables and return dishes and cutlery to kitchen
- Assist in stock control
- Assist in the preparation of food for dine in and takeaway meals
- Coffee making and service of alcohol
- Observe workplace hygiene, Workplace Health and Safety, and security procedures
- Ensure the effective and efficient food preparation and cleaning of designated work areas
- Exercise compliance of any nominated checklist and audit requirement
- Ensure the cleaning, security, and maintenance of all equipment and food use and report immediately any environmental hazards
- Maintain a high standard of customer service and treat all customers, colleagues and suppliers with a warm and friendly demeanour, in a calm and respectful manner, at all times

Knowledge and Interpersonal Skills:

- Knowledge preparing and producing quality foods
- A demonstrated understanding of food handling, cleaning materials and techniques
- Ability to priorities and complete tasks to an agreed time frame
- Excellent customer service skills and the ability to communicate with a diverse range of people
- Ability to appreciate and utilise knowledge and skills offered by colleagues and supervisors
- The ability to work independently and co-operatively as a team member

Work Conditions:

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

Personal Requirements:

- Enjoy working with people
- Friendly, helpful, polite and patient manner
- Good communication skills
- Able to record information accurately
- Able to work as both part of a team and independently

- Flexible
- Well presented
- Efficient

Qualifications and Licenses Required:

- Current level 2 First Aid Certificate (or be prepared to obtain)
- Working with Children Check (or be prepared to obtain)
- Undertake a Police check
- Fully Covid-19 vaccinated

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 hrs (as rostered)**
- **Days per Week: Monday to Friday but will include weekends, as per roster**
- **Award / Agreement: TBC**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: TBC**

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 ____/____/____