



# 2.0 SUMMER SKILLS PAID WORK PROGRAM 2021

---

Trial region Central Coast to Coffs Harbour.

NEW TRAINING DATES STARTING 3<sup>rd</sup> DECEMBER

Name: Jen Downes  
Date: 7<sup>th</sup> October 2021



**TAFE**NSW

# SUMMER SKILLS WORKING HOLIDAY PROGRAM



The Summer Skills working holiday program is a collaboration between Department of Education, Training Services NSW and TAFE NSW. The program has been designed to:

- support year 12 school leavers to gain employment over the summer school holidays
- support the hospitality industry to attract staff over the busy holiday period.

The program combines **training** in hospitality skills and a **paid work** position.

**Local hospitality businesses** have offered **110 work positions** for students to begin work as soon as they complete their studies. There are **longer term employment** opportunities for interested students.

# PAID WORK OPPORTUNITIES

## Hospitality Venues

Mumbo Jumbo, Terrigal

The Entrance Hotel

The Seabreeze Hotel, Nelson Bay

Toormina Hotel

Moonee Beach Hotel

Sawtell Hotel

C.ex Group Coffs Harbour

Avoca Beach Hotel

Seabreeze Beach Hotel, South West Rocks

Finnian's Irish Tavern, Port Macquarie

Ocean View Hotel, Urunga

Duke of Wellington, New Lambton

The Kent Hotel, Hamilton

The Imperial Hotel, Maitland



# 3 EASY STEPS

---

There are 3 easy steps to be part of the program:

1. Complete the Expression of Interest form
2. Enrol in the fee free Summer Skills training with TAFE NSW
3. Follow the links (emailed to you ) to enrol in training and be connected with a local hospitality venue.

Speak to your career adviser if you would like further assistance.



# STEP 1

## COMPLETE THE EXPRESSION OF INTEREST



Complete the expression of interest form to register your interest in the program.

The form takes 2 minutes to complete and will ask you for your basic details to match you with one of the placements. It will ask for your name, suburb you live, interested job role, your email, current school year and your school.

Click on the link or scan the QR code.

[Link to the Expression of Interest Form](#)



## STEP 2

# ENROL AT TAFE NSW

An enrolment link will be emailed to you once you complete the expression of interest form

The Summer Skills training is funded by Training Services NSW, and is undertaken via a virtual classroom with TAFE NSW over three days. The training covers the legislated requirements you will need to work in the hospitality industry.

You will receive a Statement of Attainment in Hospitality Skills, and these units can go towards further study. You will also receive your certifications that can be registered with Liquor and Gaming to get your competency card. [Link to further information on Liquor and Gaming competency card.](#)

Students will obtain a Statement of Attainment in Hospitality Skills. All three units must be completed:

- SITHFAB002 Provide responsible service of alcohol 6 hours virtual classroom
- SITHGAM001 Provide responsible gambling services 6 hours virtual classroom
- SITXFSA001 Use hygienic practices for food safety 4 hours self paced

**NEW TRAINING DATES STARTING 3<sup>rd</sup> DECEMBER**



## STEP 3

# CONNECT WITH YOUR EMPLOYER



### **Paid Employment**

After you complete the expression of interest form, you will receive the details of the paid work positions in your local area and the contact details for the recruitment officer. These are paid jobs and you can choose to work over the summer period, or continue on for longer term options. Speak to your employer about your options.

### **Job placement position**

1. Update your resume
2. Check your email for the contact details of your job placement
3. Phone the employer to arrange a job interview.
4. Present well for the interview, and remember to take your resume.

The job placement is a paid employment contract, and students will be paid according to award wages. [Link to Hospitality Industry \(General\) Award 2020](#)

# AVAILABLE JOB ROLES

## Housekeeping

**Overview:** This is a role for those not wanting to work in customer service and prefer to work independently. This role involves cleaning rooms and venues. Vacuuming, mopping, making beds, using chemical safely, Plug in your headphones and get to work.

**Hours:** Early morning shifts, generally six hour shifts, Monday to Sunday

**Skills:** Must have attention to detail, organised and can do physical work.

## Barista

**Overview:** Working in the café you will prepare coffees and provide basic food. You should enjoy working with the public and have a friendly personality. You can undertake further training in coffee making skills through TAFE NSW fee free.

**Hours:** Hours vary with a minimum of a 3 hour shift

**Skills:** Customer service, friendly, interest in coffee, money handling

## Wait staff

**Overview:** Working within the Bistro area of the business. This is customer service orientated role. Delivering exceptional customer service and ensuring that the dining experience of our patrons is rewarding and meets their expectations. Product knowledge is essential, ability to up sell. Dealing with customer complaints. Delivering the product in a timely manner.

**Hours:** lunch and dinner shifts, min 3 hours, possible split shifts

**Skills:** customer service, initiative, carrying plates, money handling and POS. Must be well presented.



# AVAILABLE JOB ROLES

## Bar staff

One of the key areas of any Hotel/Club/Restaurant , delivering service with a smile and in a timely manner . Rewards include learning more about a range of beer, spirit and wine products, confidence to deal with all types of customers, working within a team. Upskilling further to develop cocktail experience. May take food orders, and manage TAB / Keno services.

Hours: Full trading hours, from 3 hours to 10 hours

Skills: Customer service , listening, initiative, long time standing on feet, money handling and POS. Must be well presented

Hours: Full trading hours, from 3 hours to 10 hours

Skills: listening, long time standing on feet, money handling

**Must be 18+ years**

## Front reception

Accommodation services: Answering phone calls and responding to customers emails and returning important messages. They also convey any functions or general enquires to the relatable areas of the hotel. Hours are from 8am-2pm usually.

Club Services: Greeting and farewelling guests, assisting customers with entry requirements and inquires either in person or on the phone. Taking bookings as required.

Hours: Opening hours. 5hr -8hr shifts day/night

Skills: Must be 18+ years. Well presented , Customer Service focused, computer literate with data entry skills, initiative.

## Kitchen

Demanding and rewarding role, strong teamwork, working in a high pressure environment. This might involve cleaning, prepping food, plating food and supporting the chefs to get food out on time.

Hours: both long and short shifts, may be split shifts.

# BE INSPIRED

So, what does a career in the hospitality industry look like?

A few weeks ago we called upon some of our rising stars in the hospitality industry to answer that question, and they created this inspiring video.



Click on the image to play video  
7.32 minutes

# FOR FURTHER INFORMATION CONTACT:



Click on the image above for further information on career pathways



Click on the image for more hospitality courses at TAFE NSW

## ENROLMENT:

Toni Foot, Head Teacher Hospitality

TAFE NSW

Email: [toni.foot@tafensw.edu.au](mailto:toni.foot@tafensw.edu.au)

Mobile: 0418 175 043

OR

## PAID WORK

Jen Downes, Industry Lead

Email: [Jennifer.downe1@tafensw.edu.au](mailto:Jennifer.downe1@tafensw.edu.au)

Mobile: 0448 337 881

# THANK YOU

---

