

Positive attitude to work

33% Excellent

77% Very good

33% Excellent

Application of Technology

Not Applicable

Comments from Employers

Well Done;
Extremely helpful and keen;
Showed initiative with tasks;
Very warm and polite towards customers;
Learner was a natural;
Very friendly and polite to customers and staff;
Excellent; cannot suggest any improvements.

One employer offered a job to a learner.

One employer asked for the learners resume as they had no available positions at the moment but would be keen to hire the learner if something came available.

One employer offered a learner ongoing help and support if and when needed.

Every employer has stated that they would be more than happy to give the learner they had on work experience a reference.

Every employer stated they would be willing to offer work experience again based on the training we supplied to our learners.

Day Four the learners were given the formal review form which is included in the details listed on page 1 – 3.



Feedback from Employers

**A survey was given to the employers to rate the learners employability and personal skills.
Rating the learners from 1 (*Excellent*) to 5 (*Poor*).**

General behaviour, politeness and courtesy to others;	77% Very good 33% Excellent
Appearance, appropriate dress;	77% Very good 33% Excellent
Punctuality and timekeeping	77% Very good 33% Excellent
Relationship with colleagues/clients/customers	77% Very good 33% Excellent
Working as part of a team	77% Very good 33% Excellent
Communication	57% Very good 33% Excellent 10% Good
Ability to understand and follow written or spoken instructions	57% Very good 33% Excellent 10% Good
Taking responsibility/initiative	57% Very good 33% Excellent 10% Good
Problem solving, observation and analytical skills	50% Very Good 50% Excellent
Completion of allocated tasks	57% Very good 33% Excellent 10% Good
Application of numeracy	50% Excellent 50% Poor
Business awareness	77% Good



DAY THREE

- **Work Placement**

The learners rated Day One on a scale from 1 (*A waste of time*) to 10 (*Really helpful and completely understandable*).

The overall rating was 9

Students were also asked to complete Two Stars and a Wish (*List two things that went well for you and something you would have changed or added*). Below were the responses.

Something that went well:

Great insight into what is actually involved in the hospitality industry;
Working with an experienced team who were patient and encouraging in their instructions and advice;
Working in the kitchen; doing dishes.
Setting up – wrapping cutlery in serviettes
Experience;
Advice;
Loved working with the owner and words of advice;

Something you would have changed or added

More experience; that is, a bit longer to gain more understanding of what is involved to gain more confidence;
More experience with serving customers at the till;
Learning how to make coffee;



Presentation The server presented and communicated well.	86% Strongly agree 24% Agree
Customer Needs The server made the effort to identify customer needs.	80% Strongly agree 20% Agree
Product knowledge The server had a complete knowledge of the menu options.	73% Strongly agree 27% Agree
Serving The server was timely and efficient when serving.	78% Strongly agree 22% Agree
Imitative The server cleared the table without fuss.	78% Strongly agree 22% Agree
Customer Satisfaction The server made me feel well looked after.	84% Strongly agree 16% Agree
Recommend Based on the service, I would recommend to others.	89% Strongly agree 11% Agree

Comments

I feel that the service was outstanding.
 Server was very charming;
 Well done on the service;
 Server looked great and was wonderful could not provide anything negative everything was excellent;
 What a wonderful experience; highlighted by the fantastic food and service;
 Friendly and witty; good combination;
 Loved the obvious enthusiasm and confidence; couldn't have been better – Well done.
 Server was very cheerful and the service was amazing;
 Server provided excellent service with a warm smile.
 I think server was nervous but otherwise did a fantastic job;
 Maybe a little soft spoken other than that was good.
 Server was warm and welcoming;
 Server did not focus on who was ordering and what was being ordered;
 Excellent service; your smile and laughter were infectious;
 Server was soft spoken;
 Server need to improve product knowledge.



DAY TWO

- Set up for community lunch
- Guest speaker (*Rishi*)
- Order taking (*includes shorthand*)
- Speaker (*Head Chef Jesse May*)
- Serving two course meal to tables of 4 - 7 people

The learners rated Day One on a scale from 1 (*A waste of time*) to 10 (*Really helpful and completely understandable*).

The overall rating was 9

Students were also asked to complete Two Stars and a Wish (*List two things that went well for you and something you would have changed or added*). Below were the responses.

Something that went well:

Serving;
Loving the idea of community lunch;
Enjoyed and loved the idea of hands on in the waitressing part of the course;
Excellent set up of 'trial' serving scenario;
Good explanation, guidance and support;
Feedback helpful;
Great Guest speaker and observer; good to hear firsthand what is expected;
Kitchen staff catering, support and encouragement;
Having lunch; Delicious food;

Something you would have changed or added

Needed a demonstration on how to carry plates properly;
Would be nice to do 'more' of these scenarios, practice serving;

Customer Feedback from the Community Lunch

The following questions are specific to the Serving the Valley course. The options were Strongly agree, Agree, Neither agree or disagree, Disagree and Strongly disagree

Greeting
The server was warm and welcoming when I arrived.

76% Strongly Agree
26% Agree



Break down

DAY ONE

- Introduction to hospitality (*includes short doco film*);
- Personal Presentation;
- Body Language;
- Guest Speaker (*Maria Doganieri*);
- Customer Awareness;
- Guest Speaker (*Deanna Ingravalle*);

The learners rated Day One on a scale from 1 (*A waste of time*) to 10 (*Really helpful and completely understandable*).

The overall rating was 7.5

Students were also asked to complete Two Stars and a Wish (*List two things that went well for you and something you would have changed or added*). Below were the responses.

Something that went well:

Guest Speaker was a great ending;

Communication skills;

Informative;

Covering and emphasising what is essential to working in hospitality based on feedback from employers/business owners in the industry.

Guest speakers; hearing from people who work in the industry and being able to ask questions.

Something you would have changed or added

Less repetition;

Better audio required for the short doco film;



Survey on the Serving the Valley course

The following questions are specific to the Serving the Valley course. The options were Strongly agree, Agree, Neither agree or disagree, Disagree and Strongly disagree

What we learnt in class was relevant	50% Strongly agree 50% Agree
I have been able to use the skills I learnt in this class	50% Strongly agree 50% Agree
My tutor was clear and easy to understand	50% Strongly agree 50% Agree
I feel we covered enough material	50% Strongly agree 50% Agree
I am happy with how frequently the course is run	75% Strongly agree 25% Agree
There is material in the course that I found unnecessary	25% Strongly disagree 50% Disagree 25% Neither agree or disagree
I feel confident in my skills I learnt in this course	75% Strongly agree 25% Agree
I would recommend this course	75% Strongly agree 25% Agree
I would be interested in doing other classes in the future	25% Strongly agree 75% Agree



What's next?

Further study	25%
Further study towards a qualification (apprenticeship)	25%
Paid Work	75%
Volunteer or unpaid work	25%

Other: 50% stated they would use what they learnt in their lives for example cook at home using the skills they learnt from hands on learning

All the learners stated they want to stay in contact with Serving the Valley for ongoing support with their future endeavours including the learners who were successful in getting jobs.

Feedback on the course:

Content: What was covered in the course
75% excellent
25% very good

Teaching: How it was taught and organised
50% excellent
25% very good
25% good

Duration: the length of the course
75% excellent
25% good

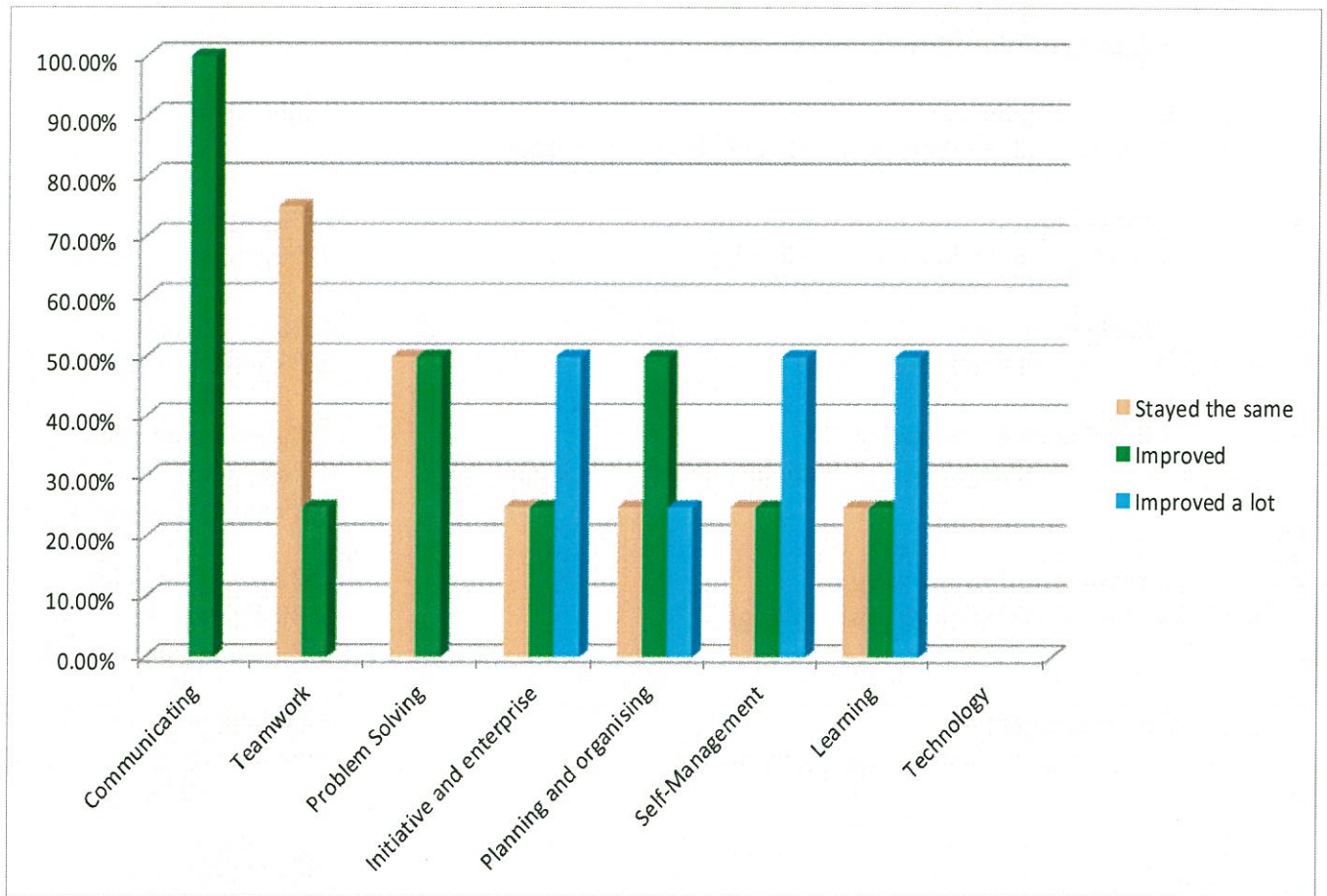
Comments:

Very brief course;

An excellent short course so well thought out and presented; well researched and provided valuable 'real' information and work experience. Valid and relevant!!



Employability Skills



Serving the Valley

Results from Group One

Dates 08/11/2016 – 09/11/2016

15/11/2016 – 16/11/2016

Employability Skills

Communicating -

Speaking & Listening, Reading & Writing, Numeracy

100% improved

Teamwork -

Working in groups, giving feedback

25% improved

75% stayed the same

Problem Solving

Working out ways to do things

50% improved

50% stayed the same

Initiative and enterprise

Trying new things, being creative, following up ideas

50% improved a lot

25% improved

25% stayed the same

Planning and organising

Making decisions, organising things

25% improved a lot

50% improved

25% stayed the same

Self-management

Taking responsibility, organising myself

50% improved a lot

25% improved

25% stayed the same

Learning

Learning new things

50% improved a lot

25% improved

25% stayed the same

Technology

Not Applicable

