



## **Café Skills Training Program**

### **Outline of the program:**

This pre-vocational training program has been designed to provide the participants with a range of training and workplace experiences in the areas of:

- Occupational health and safety
- Food safety
- Personal hygiene
- Customer service
- Food preparation and presentation
- Cleaning kitchen and premises

The training will focus on the necessary skills required to get the participants 'job ready' before working in a café. All practical training will be conducted in a commercial kitchen.

Trainers appointed to deliver the pre-vocational program are fully accredited, have many years current industry experience and have extensive experience in delivering hospitality training to a diverse range of groups, including indigenous groups, disability groups, mature age and long termed unemployed.

This program has one accredited unit; the training will be conducted to a current industry standard. On successful completion of the program participants will be awarded a Statement of Attendance issued by William Angliss Institute of TAFE.

### **Costing per group**

**4 day café skills program      \$420.00 per person min of 12 pax**

### **General contact details for the South Australia office are:**

8 Greenhill Rd  
Wayville SA 5034  
Phone: (08) 8372 7863  
Fax: (08) 8372 7864

Mount Gambier  
Leanne Cameron  
0401 692 184

## Training Program

Day	Date/Time	Description	Venue	Trainer
1	9.30am - 4.30pm	Introduction Introduction to industry - expectations, personal presentation, Legislation Hygiene and food safety standards HACCP Cleaning schedule Occupational health and safety Customer service basics Napkin folding Menu terminology	TBA	Leanne
2	9.30am - 4.30pm	Knife handling and sharpening Mise-en-place Prepare work flow plan for the day Prepare cleaning schedule Organise and prepare work area Precision cutting Portion control and wastage Clean and prepare vegetables Equipment familiarisation Identifying produce Problem solving-shortage of ingredients Calculating portions, weighing measuring quantities of ingredients Attractive serviceware and garnishes Select and use chemicals correctly for cleaning and sanitising Follow cleaning schedules	TBA	Leanne & Jen
3	9.30am - 4.30pm	Follow workplace hygiene procedures- Written Assessment Customer service basics Table sets Napkin folding Order taking Menu terminology Menu identification for establishments Plate and tray carrying Table clearing Cutlery & Glass polishing Occupational health and safety	TBA	Leanne
4	9.30am - 4.30pm	Coffee at café to look at menu and service standards Customer Service Menu/Wine/Coffee Terminology Plate and tray carrying Table clearing Cutlery & Glass polishing Presentation & Interview Skills Course Recap & Wrap up	TBA	Leanne