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JOINT MEDIA RELEASE

HOSPITALITY TRAINING SCHOOL'S PARTNERSHIP WITH INDUSTRY PROVIDES JOB OUTCOMES AND DELIVERS THIRD PROGRAM

Queensland's leading hospitality training school is providing job outcomes for its graduates as it delivers a third program to support the state's growing hospitality and tourism industry.

The Queensland Hotel & Hospitality School, a partnership between TAFE Queensland and The Star Entertainment Group, is leading the charge to meet future demand for high end skills required for large-scale developments across the state.

In 2015, the school launched a six-star International Hospitality Service Program, from which all graduates from the first cohort were offered full-time work in the industry. A further 14 apprentices have begun the school's second offering – the Culinary Arts Apprenticeships program – which was also launched last year.

Now seven employees from The Star Entertainment Group are about to sample the school's latest offering – the Front-of-House Apprenticeships program – developed with the support of the Restaurant and Catering Industry Association.

Minister for Training and Skills Yvette D'Ath said it was wonderful to see the landmark partnership between TAFE Queensland, The Star Entertainment Group, and industry to develop the Queensland Hotel & Hospitality School.

"This initiative recognises the significant demand to come from developments such as the Queen's Wharf Brisbane integrated resort, which will include five new hotels and 50 new bars, restaurants, and cafés," Ms D'Ath said.

"The valuable input that industry has fed into the school's training enables it to produce graduates that meet their requirements and fast tracks them into being offered employment.

"This has already been demonstrated by the inaugural six-star International Hospitality Service Program graduates, who were all offered full-time roles in the industry.

"They have been offered jobs across a number of properties in a variety of food and beverage roles including in restaurants, hotels, and events, with the second intake starting the program in February.

"A Front-of-House Apprenticeships program will now also deliver industry qualified waiters specialising in high end sommelier and barista service, which will not only increase their skills but also their future employability.

"Over the next two years, they will carry out their apprenticeships at The Star Entertainment Group's Queensland properties – Jupiters Gold Coast and Treasury Casino & Hotel in Brisbane – with TAFE Queensland providing six-star training and assessment."

TAFE Queensland Chief Executive Officer Jodi Schmidt said the program was another practical demonstration of TAFE Queensland leading the charge to prepare Queensland's workforce for the thousands of new jobs expected in the coming years.

“It really is an exciting time to be starting your career in hospitality and our new Queensland Hotel & Hospitality School gives students the edge in a competitive local and international job market,” Ms Schmidt said.

“Upon completion, the apprentices will receive a Certificate III in Hospitality from TAFE Queensland and be recognised as an industry professional with a Trade Certificate issued by the Department of Education and Training, Queensland.

“Some of the activities they will be qualified to perform include serving food and beverage to customers; providing silver service; advising customers on a wide variety of domestic and international wines, as well as beers, spirits, and liqueurs; understanding how to match particular foods with complementing beverages; and managing the sale and service of wines.”

Restaurant and Catering Industry Association Chief Executive John Hart said the demand for highly skilled service staff in the industry was overwhelming right now.

“We welcome the commitment from TAFE Queensland and The Star Entertainment Group to take on one of the first groups of waiting apprentices,” Mr Hart said.

The Star Entertainment Group Managing Director Queensland Geoff Hogg said at the heart of its business is ensuring it is a leader in customer service and that the company provides guests with thrilling experiences every time they visit.

“Our company’s strong focus on training will become even more vital given our partnership in the Destination Brisbane Consortium, set to deliver the multi-billion dollar Queen’s Wharf Brisbane integrated resort development in the CBD in 2022,” Mr Hogg said.

“Our integrated resort development will rely on key talent to deliver outstanding customer service across a wide range of roles, which makes talent acquisition and organisational development a cornerstone for us.

“The three programs being run by the school through our partnership with TAFE Queensland will help ensure we have passionate and highly trained people in five and six-star service to fill the 8000+ jobs that our development will need in tourism, entertainment, and hospitality once it comes online.”

The seven new Front-of-House apprentices and where they will be based are:

- Gerald Zamukunda, Treasury Casino & Hotel
- Jacinta Grant, Treasury Casino & Hotel
- Jessica Anderson, Jupiters Gold Coast
- Nicholas Dor, Jupiters Gold Coast
- Macarla Bishton, Jupiters Gold Coast
- Krystal Campbell, Jupiters Gold Coast
- Ayako Wakuyama, Jupiters Gold Coast

All graduates from the inaugural six-star International Hospitality Service Program were offered immediate roles at various properties including:

- Treasury Casino & Hotel
- The Star Sydney
- Rydges South Bank
- NEXT Hotels Brisbane
- Sofitel Brisbane Central
- Hotel Jen Brisbane

For more information visit <http://tafebrisbane.edu.au/qhhs>

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