

HOSPITALITY INDUSTRY - KURRAWA SURF CLUB

An innovative new training model delivered by ETC Training Services has enabled two Gold Coast job seekers to gain employment at Kurrawa Surf Club.

The intensive training program 'WorkIT Hospitality' provided eight local students with valuable insight into what it's like working in the industry.

ETC partnered with the local iconic landmark so the students could complete both their theory and work placement on-site.

Kurrawa HR Manager Tracy Gardner said this was a great experience for her staff, the patrons and students.

"In the past we've had work experience people who have come from schools or other providers, but this is the first time we've had the actual training done at our venue," Ms Gardner said.

"The practical training was catered to our venue, our procedures and requirements – which we found really beneficial."

The three week course covered skills such as how to use hygienic practices for food safety, provide responsible service of alcohol, interact with customers, prepare and serve espresso coffee.

"I spoke to the class on the first day which gave me an idea of what they were going to be like right from the beginning. This was a great opportunity to witness the staff working in our venue – to see any bad habits or good traits," Ms Gardner said.

"I continued to monitor them over the following weeks and could see how easily they adapted to the venue."

From this group Tracy saw some potential, so she did further investigating via feedback from other staff who were working with the students.

"I asked some of our senior staff to make sure they were the right candidates for the position. This really helped with our decision," she said.



"The students all knew there was a potential opportunity at the end of it. I liked for them to have something to strive for at the end of their training."

As a result two students were successfully placed into employment with Kurrawa Surf Club.

"The employees are going really well, we're continually working with them and they are a great asset to the club now," Ms Gardner said.

"I'd definitely recommend the program and would like to do it again. I purposely did it leading into our peak season and I would like to do it again leading into our expansion."

The Club is currently undergoing renovations to increase from a 240 to a 450 seat bistro and will also feature a beachfront café.

"This is exciting times for everyone involved. It also means further employment opportunities for locals," Ms Gardner said.

For further information contact:
Rachel Dow
ETC Business Relationship Manager
Ph: 0447 154 476