

# Café Operations Training Program

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## ***Abstract***

“Incorporating “Certificate 1 in Kitchen Operations”, “Responsible service of Alcohol” and “Prepare and Serve Espresso Coffee” from certificate 1V in hospitality (supervision), students will obtain a formal training competency that will enable them to seek employment in any café, bistro, or restaurant. To provide the correct training it is envisaged that a training café be set up within the education building. Female offenders need the skills and confidence to approach a future employer for work. It is of the highest priority to provide above average training to the women in order to assist female offenders in their rehabilitation.....”

This was the beginning of my correspondence with the Operations Manager at Tarrengower Women's Prison. She in turn had to convince her Manager.

Café Operations is a new initiative involving a local community group and small business. Zonta club of Kyneton is a business women's group whose focus is on empowering women through networking, support and the sharing of knowledge. Zonta assisted with some funding to set up the café and provide an ongoing mentoring role for women on release from Tarrengower.

Coffee Basics is a small coffee shop and roastery located in Castlemaine. Coffee Basics supply coffee beans and train participants in coffee roasting techniques. The proprietor talks on the subject of working within the industry and what an employer looks for when searching for staff.

By combining our expertise and skills we are providing quality training with a sense of involvement and belonging to the participants. Students have genuine life experience needed in providing customer service and the pressure of having to work quickly and efficiently. It develops a confidence in skills and ability to work within the industry.

On August 22<sup>nd</sup> Tarrengower, Bendigo Regional Institute of Tafe, Zonta and Coffee Basics received the Victorian Prime Ministers Award for excellence in Small Community Business Partnerships.

