

CASE STUDY:

The Seabreeze Hotel partners with Allara Learning to gain skilled and job ready staff in Nelson Bay



CLIENT

The Seabreeze Hotel

Background: Located in Nelson Bay, The Seabreeze Hotel offers a public bar, bistro with outdoor deck, restaurant, a range of accommodation options, entertainment and a drive through bottle shop.

Known for its exceptional customer service, relaxed atmosphere and sense of community, the Seabreeze Hotel is a local favourite.

seabreezehotel.com.au



Challenge: The Seabreeze Hotel sought to develop a training program that would provide the venue with industry-qualified, job ready employees while creating training and employment opportunities within the Nelson Bay community.

Key challenges:

- Employers often experience difficulty finding and recruiting suitable candidates for vacant positions in the Nelson Bay area.
- Participants needed to be trained in a variety of areas across the venue.
- Delivering a nationally recognised SIT30616 Certificate III in Hospitality while meeting the specific needs of the venue.

Solution: Following a selection process by Allara Learning and The Seabreeze Hotel to find suitable candidates, Allara Learning delivered a nationally recognised SIT30616 Certificate III in Hospitality to upskill local jobseekers.

“The benefits of the program allow us to receive potential candidates that we know have got the experience, the relevant training and the relevant knowledge... The staff that we have gained through the program have always been reliable... and as a result they progress into full-time employment.”

Peter Mazoudier
General Manager and Licensee, Seabreeze Hotel

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ABOUT ALLARA LEARNING

Allara Learning is a leading national training and education provider.

Allara Learning provides nationally recognised qualifications to businesses and individuals across Australia.

Tailored training solutions are delivered onsite, in classrooms and online.

Allara Learning works with many of Australia's most respected companies and organisations, including: Freedom Furniture, Meals on Wheels Queensland, Merivale, Solotel, CLG, Spotless, Compass Group, TNT, Sumo Salad and TFE Hotels.

Founded in 2009, the company is headquartered in Sydney with offices in Melbourne, Brisbane Townsville and Perth.

Allara Learning operates two Registered Training Organisations:
Tactical Training Group Pty Ltd
National Provider No. 91054
WG Learning Pty Ltd
National Provider No. 91178

SEABREEZE-04052017-01



Wanetta Haynes, Student

Professional trainers from Allara Learning delivered a mix of classroom-based and hands-on instruction to the students.

Participants were also trained in the various service areas of the venue, including housekeeping and accommodation, food and beverage service, the bar, gaming service and the Seabreeze Hotel bottle shop.

With training held on site at the venue, students were able to see first-hand the different aspects of hospitality in a real working environment. The program also provided participants with work experience at the Seabreeze Hotel, affording them with the opportunity to become familiar with the organisation, its facilities and processes.

Outcomes:

- The Seabreeze Hotel gained multi-skilled and job ready employees in a number of facilities across the venue.
- Candidates from the program were employed in the bar, accommodation and housekeeping and the Seabreeze Hotel bottle shop.
- After just six months, a candidate from the program has progressed into a management position at the hotel's bar.
- The Seabreeze Hotel has since committed to running more programs with Allara Learning.

“**The training I received was very helpful and I loved it...I am so proud of myself... After completing this course, I went on to work experience, part time [employment] and now I am just about to sign a contract for my dream job as a bar manager.**”

Wanetta Haynes
Former student and Bar Manager, Seabreeze Hotel