KOTO is a not-for-profit social enterprise that empowers at-risk and disadvantaged youth in Vietnam through its holistic training program.

JOB DESCRIPTION

Position: Hospitality Trainer

Location: KOTO Training Centre in Phat Tich, Tien Du, Bac Ninh

Reports to: Chief Curriculum Officer

Contract Type: Full-time

Objectives:
The Hospitality Trainer is responsible for carrying out the effective delivery of the Cert III in Hospitality SIT30622 course for KOTO trainees. They are to ensure the standards of teaching, learning and attainment are in line with priorities which align with both KOTO and the education partner organisations, as licensed by ASQA Australia.

Key Working Relations
Internal: KOTO trainees and all KOTO staff and volunteers.
External: Industry partners, hotel, cafe, bar and restaurant representatives and supply chain representatives.

Responsibilities:
Deliver Certificate III in Hospitality SIT30622

- Provide training through instruction and demonstration of work skills. Providing training in both theoretical and practical contexts in line with KOTO's educational partner's requirements.
- Ensure that all trainees are 'Competent' across all units of competency included in the Hospitality program:
    - Source and use information on the hospitality industry
    - Work effectively in hospitality service
    - Provide service to customers
    - Show social and cultural sensitivity
    - Coach others in job skills
    - Participate in safe work practices
    - Use hygienic practices for food safety
    - Provide responsible service of alcohol
    - Clean and tidy bar areas
    - Operate a bar
    - Prepare and serve non-alcoholic beverages
    - Serve food and beverage
    - Provide table service of food and beverage
    - Participate in sustainable work practices
    - Source and present information
    - Prepare and serve espresso coffee
- Identify and teach practical and study skills that will develop trainees' ability to work independently and confidently.
- Effective monitoring, evaluation and reporting of trainees' progress in the Hospitality training program adhering to the accredited curriculum, assessment and record keeping requirements. Ensuring teaching and training staff are using the tools and applying the correct observation evaluations consistently and fairly.

- Work closely with supervisors and staff at the training restaurant and hospitality partners to

ensure trainees have the opportunities to learn and fully apply their professional skills and knowledge at the workplace.

- Jointly observe, record and assess trainees' competence at the workplace and make adjustments in training delivery accordingly.
- Continue to raise the standard of teaching and learning throughout the program, through ongoing evaluation of the program making adjustments as required.
- Work closely with supervisors to review, refine, and enhance the hospitality training curriculum, aligning it with the evolving needs of the organization and its educational partners.
- Act as an exemplary role model in all the professional duties expected of a teacher/assessor and team leader.
- Create networking opportunities for partners and guests ensure classes have opportunities to experience real world hospitality experiences and lessons.

Equipment, Facilities and Cost Management

- Ensure the hospitality training facilities are up to date with the correct standards required for successful delivery of the Cert III in Hospitality SIT30622.
- Manage the barista and bar training facilities and equipment including a maintenance schedule.
- Develop and maintain the barista and bar training facility rules, regulations and SOPs to achieve the highest possible standards of education, hygiene and professionalism.
- Manage the timely and cost efficient ordering of ingredients to ensure successful delivery of practical classes during the course.
- Ensure cost sustainability of education by controlling the budget and managing financial approval requests.

Professional Development

- Clearly stated and agreed personal development plan and practice. To grow and develop a new and modern hospitality skill set, for sharing with other staff and trainees. A PD plan will include both International and Vietnamese qualifications.

Other Tasks

- Supporting, organizing or conducting internal and external competitions, providing advice/guidance to trainees in the preparation accordingly.
- Support KOTO events, organising hospitality trainees to support service and drinks of catered events.
- Maintain and strengthen industry and training partnerships.
- Participate in other activities of KOTO. Including but not limited to: external trips, alumni events, staff workshops and training sessions.
- Perform other relevant tasks as assigned by the Chief Curriculum Officer.
- Other tasks as assigned by the managers to support general Foundations' activities.

Qualifications

- At least 5 years experience in the hospitality field.
- Certificate III in Hospitality or equivalent (Preferred)
- Certificate IV in Training and Assessment or equivalent (or be willing to study for this accreditation)
- Certificate in TAELLN411 Address Adult Language, Literacy and Numeracy Skills (Preferred)

Skills

- Service knowledge, serving international guests
- Barista

- Mixology
- Interpersonal and communication skills (both written and verbal)
- Fluency in English and Vietnamese
- Strong IT Skills
- Problem solving
- Building rapport
- Empathy and understanding
- Positive attitude and disposition
- High level of motivation
- Flexibility and patience
- Passion for KOTO and the development of young people in Vietnam
- A knowledge of social, cultural and economic challenges in Vietnam

WORKING CONDITIONS AND BENEFITS:
Work Hours: Your regular work hours will be from 9:00 AM to 4:00 PM, Monday through Friday, at the KOTO Training Centre in Phat Tich, Tien Du, Bac Ninh.
Transportation: The company provides a bus service to pick up staff from Hong Tien Street, Long Bien, Hanoi, and transport them to the Training Centre.
Professional Growth: You will have the valuable opportunity to collaborate closely with an experienced line manager, fellow staff members, foreign volunteers, and experts.
Supportive Work Environment: We cultivate a compassionate and supportive work environment that prioritizes the well-being and professional development of our team members.

How to Apply:

Interested candidates should submit their resume and a cover letter outlining their relevant experience and motivation for applying to: chi.duong@koto.com.au

KOTO is committed to diversity and inclusion and encourages all qualified candidates to apply, regardless of gender, ethnicity, or background.