



INTRODUCTION

Welcome to the second edition of Service Worx, a monthly newsletter about the Services Industry for the Regional Industry Careers Advisors.

There have been a couple of changes with the Services Industry NICS. Shaun Gasket has left the AHA and as such the lead role for the organization has moved to Restaurant & Catering Australia and I will be your main contact. My details are at the bottom of this page.

SERVICES NICS CONSORTIUM

As you are aware the Services NICS is a consortium and the other key players who you may hear from are:

Leisa Jones representing the National Retailers Association

Mary Oliver representing the Australian Retailers Association

Jim Syrmas representing the Australian Hotels Association

WHAT'S NEW

Commencing with this newsletter we are going to start profiling jobs and industry leaders. You will see that over the page we have started with chefs.

Should you require any additional information please let me know.

WE ARE HERE TO HELP YOU

Do you have a question you need answered about the services industry? If so just send me an email with your questions. The questions and answers will be published in the next newsletter... if you are wondering, no doubt others are also.

SERVICE WORX COMPETITION

CAA has been operating for over a year now and there must be many great things happening throughout Australia and we would like to help share that information across the country.

Just tell us a great initiative that is being undertaken in the services industry in your area and you are automatically in the running to win a copy of "Savour Australia – Food and Wine Atlas" a comprehensive guide to restaurants, cellar doors and produce markets Australia wide.

Send me a quick email with your success story. The winner's initiative will be published in the May Newsletter.

Entries to the competition will close Friday 20th April.

WIN!

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Job profile—Chef

Commercial cookery is a dynamic and ever changing occupation. It is a rewarding occupation as it provides an outlet for personal touches and creativity through the use of food. Chefs need to be organised, prepared, adaptable, creative, hard-working, disciplined, and open to flexible working arrangements.

How do I become a chef?

There are two ways to become a chef. One way is through an apprenticeship, or the other way is to enrol in a TAFE or college that delivers commercial cookery in a classroom.

Both ways have a similar outcome, it is only the delivery that varies. An apprenticeship will require you to learn in a working situation for which you are paid for hours worked. Classroom delivery is just that, in a classroom.

Certificate III in Hospitality (Commercial Cookery) is the standard 'trade' qualification required to become a qualified cook.

What personal attributes do I need to become a chef?

- A passion for food and cooking
- High level of personal cleanliness and hygiene
- Ability to plan your time and work under pressure
- Ability to stay calm in difficult situations
- Business skills to ensure profit
- Ability to stand for long periods of time, lift heavy pots, and work in close proximity with other people.

How much can I earn as a Chef?

Chefs can make excellent money, but as with all occupations it takes time to develop your skills and experience to command top dollars. As a guide a qualified chef will earn approximately \$650 per week before tax.

How many hours can I expect to work in a week?

The hours chefs work vary between jobs, but as a guide most Chefs will work 40+ hours per week usually on a roster basis.

What are my employment prospects?

There are excellent job opportunities for chefs. There is currently a shortage of qualified chefs in Australia, and skilled chefs, cooks and apprentices are in high demand.

If I want further information where can I go?

If you have internet access, have a look at the following websites for further information.

www.discoverhospitality.com

www.chef.org.au

www.myfuture.edu.au

www.jobsearch.gov.au/joboutlook

www.serviceskills.com.au



Teage Ezard

Industry Leader

Meet one of Australia's leading chefs – Teage Ezard

Twenty five years ago he was pushing a broom across the car park of the Hampton Hotel, down near Brighton, beside the bay, when he wasn't washing dishes. By contrast, in October 2006 Teage Ezard had just opened his second Melbourne restaurant, Gingerboy, and had won Restaurant of the Year at in the 2006 Restaurant & Catering Association National Awards for Excellence.

When at school, Teage didn't have firm plans to go into the restaurant business – until he got kicked out of school. "I already had a weekend job as a kitchen hand at the Hampton Hotel, washing dishes on Fridays and Saturdays," he explains. He decided to look for an apprenticeship, and applied for a number of jobs without success. Then towards the end of the year he landed an apprenticeship at Eliza's, the restaurant at the hotel where he was working casually. This was the start of Teage's career in the industry. He worked at Eliza's for two and a half years and then moved on to another Melbourne restaurant, Two Faces, where he finished his apprenticeship. He was at Two Faces for two years. Unlike a lot of young chefs, Teage chose not to take his skills overseas and instead set his sights on working for a five-star hotel and started a job at the Menzies at the Rialto. Teage found that he didn't enjoy working in a large hotel, even though he was able to gain the experience of working with international chefs.

For the next five years, Teage didn't stay in one place for more than six months. He cut a path through "middle-ground Melbourne" working with restaurateurs he thought he could learn something from.

Then in 1994 he landed in the head chef's job at Guernica in Fitzroy. In the five years he was at Guernica he picked up a swag of awards for the food and the restaurant.

Teage opened ezard in 1999 with the financial assistance of his father, and his initial business plan still informs the idea behind the restaurant.



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