



RASA TRAINING REPORT

PREPARED BY

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Training and Workplace Deployment

Through its business partners and associate members, RASA promotes the restaurant industry as an employer of choice. RASA works together with outside Agencies to develop top quality training courses and recognisable qualifications in food service management. Currently the RASA Training Academy offers short courses in four major Areas: Waiter; Barman (Mixologist); Barista; Cook (Food safety Training).

The RASA training Academy also offers courses in restaurant management, child minding and first aid. And is in close co-operation with supplier members, new product training.

Training Academy's Business Partners.

Quintessential Development Culture (QDC) - Recommended by CATHSETA as the Industry's key role player and contracted to partner with the Restaurant Association of South Africa in Organising the Industry's Framework of Occupations according to the National Qualifications Framework Act 67 of 2008 and the Work Place Skills Plan. The Project was To ensure the reporting of WSP's are more accurate the government implemented the organising framework for occupations (which can be found on the website www.nopf.org.za). This website site called the National Occupational Pathway Framework is captured and managed by DOE (previously managed by DOL) with the assistance of a company called GTZ.

The project has been a success and was submitted to CATHSETA and the Department of Labour. RASA has also partnered with QDC to assist with Restaurant Management training Learnerships and also submit proposals to CATHSETA regarding the training of unskilled and skilled labour.

CATHSETA- Culture Arts, Tourism, Hospitality and Sport Education and Training Authority (CATHSSETA)

– THE Training Academy has developed a strong relationship with the Department of Education and Tourism that is THETA now CATHSETA in developing training projects that will assist with the upgrading of skilled and unskilled labour within the Industry. The Restaurant Association of South Africa has complied with submitting and working closely with THETA on the Restaurants Work Place Skills Plan, the Framework of Occupations according to the National Qualifications Framework Act 67 of 2008 also that the current THETA Qualifications and unit standards meet the RASA's workforce. The Restaurant Association of South



Africa's has also submitted its proposal on the SUB SECTOR training programmes and Learnerships to be developed which are

Restaurant Ownership	Skills Program / Learnership
Waitron Training	Skills Program / Learnership
Bartending Training	Skills Program / Learnership
Barrister Training	Skills Program / Learnership
Food Hygiene	Skills Program / Learnership
Haccp	Skills Program / Learnership
Legislative compliance	Skills Program / Learnership
Communication Skills	Skills Program / Learnership
Chefs	FETC College
Basic Entrepreneurship Skill	Skills Program / Learnership
Business Management	Skills Program / Learnership
International Cuisine	Skills Program / Learnership
Wine Studies	Skills Program / Learnership

The Restaurant Association of South Africa has worked tremendously with CATHSETA on the aim to capacitate and support small levy paying enterprises through coaching and workshop sessions that covered topics such as successfully completing and submitting the WSP's (Workplace Skills Plans) and ATR's (Annual Training Reports), address the processes of applying for Mandatory and Discretionary grants and the policies surrounding it amongst others. We further aim to recapture the details of these clients to update our records so that our restaurants can be further advised on the future capacity building and support initiatives. Workshop sessions were held targeting owners and senior managers of the company's or establishments and this was in preparation for the 2010/2011 WSP/ATR submission in June 2011. The workshops were held in Western Cape (Cape town), Western Cape (Knysna), Gauteng (JHB) ,KZN , Free State , and Eastern Cape .RASA also obtains the registered Learnership documents and in the process of registering as Accessor for the Industry .

Gauteng Tourism Authority – (GTA) Adopt a Tavern Initiative

RASA has partnered with the Gauteng Tourism Authority on the Adopt a Tavern with the intention of turning this into a long term and an ongoing project. The Goal of this project is uplifting and educating Tavern Owners and Staff Members. The main role of the Adopt a Tavern Project is to uplift the Standards of Taverns into Semi Small Restaurant type of Business in local Community Areas. In accordance to the business standards, the Restaurant Association has adopted strategic initiatives to better define and prioritize its activities going forward. From the 18th of February to the 1st of March 2011 Gauteng Tourism Authority,



Regional Officials, TEP and including RASA visited 6 Regions. The surveys were conducted in the following areas.

- Metsweding District municipality
- Tshwane Metro
- Westrand District Municipality
- Joburg Metro
- Ekurhuleni Metro.

CIRO Beverage Solutions –

Training Service Provider and Patron Sponsor. .RASA and CIRO partnered in the BARISTA training initiative in the aim to achieve professional coffee makers in our restaurants and also for the learners to achieve a recognizable professional certificate for the Industry .

Over the past three years, RASA and CIRO has managed to train more than 500 Restaurants of members that is more than a 1000 Baristas and were issued with certificates and name badges .

RASA training Courses

Waitron Training

The Restaurant Association of South Africa provides a short skills course ensuring that the staff is issued with certificates and name badges i.e. and our main focus is the 12 Key elements of service mainly.

- 30 sec approach
- Table approach
- Taking the drinks order
- Taking the entire order
- Ensure prompt delivery
- Ensure order accuracy & be alert to their needs
- 3 min check back after delivery of an order
- Maintain table appearance
- Suggestive selling of desserts, liqueurs and special coffees
- Present the bill
- Give change within one minute
- Farewell.

RASA TRAINING Academy managed to train 3000 Restaurants that is Johannesburg, Pretoria, Durban, Cape Town, Muldersdrift and groups trained included Franchise Groups, Individual Restaurants, Hotels, and B&BS.

Food Safety Training Courses –



The training Academy offers short Skills course on food Safety and we encourage staff To understand the basics of Food Hygiene,
 The importance of hygiene in a Restaurant and the cause of food borne illness Basics temperatures to keep our food safe, to prevent bacteria from growing (micro organisms,
 Types of micro organism that cause food borne illness in a restaurant and how they are transmitted, Basic cooking temperatures and reheating temperatures. Type of hazards that cause foodborne illness.
 Other Trainings – During the phase of the world cup the Restaurant Association of South Africa partnered with NET Care 911 to train 2000 restaurants on First Aid training Level one, and we managed to train 500 restaurants , that is Cape Town , Durban , JHB nad Pretoria .
 Training Academy also embarked on Disney Training and trained 800 restaurants on all the major regions of the Country.

Conclusion

The Restaurant Association is working on the three proposals to present to the National Skills Fund. The Proposals applied for are
 Training Employed Staff (Waitron, Barista, Restaurant Mangers and Mixologist).
 Training Unemployed Staff as Waitrons Baristas, Mangers and Mixologist and this was implemented that the learners will be trained according to their abilities. We are working closed with the National Youth Development Agency in obtaining a database of unemployed Youths within the Country.
 Training of Semi Skilled Business People.
 The Adopt a Tavern Project is training semi skilled business owners and the project proposal has been presented to Gauteng Tourism We are also closely working with CATHSETA, Tourism Enterprise Partnership and GTA.

Note the proposals presented will be five year term projects and we are currently applying to CATHSETA to be recognised as the Role and Establishment of the Professional Bodies for the next 5 years.

Prepared

By

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