

## Opening

**\*This crisis has provided time for the hospitality Industry to reset**

\*In short a majority of venues in our Industry has been struggling for some years to stay commercially viable

\*From my point of view a key will be for Chefs, front of house staff. Managers and owners will need to support each other, further open communication lines

\*Transparency of revenue and finances/ costs not just food and beverage costs owners

**\*Things like rent, utilities, labour, running costs and profit margins.**

**\*This type of approach may assist with any initiatives that are required to implemented to reduce costs, increase productivity, and map out a short- and long-term plan**

## There will be some Staffing Challenges

\*Potentially venues will be even more reluctant to hire permanent full-time staff, full time roles will be more difficult to sustain in the short term so a more flexible workforce maybe required

\*Building a casual /part time team with a full-time culture will be a key.

\*Obviously, most chefs require permanent work for mortgages and financial security but for the next few months I believe this is the realistic way to go.

\*Job keeper is a great initiative but may make it difficult in the short term to find staff

\*Now is a good time to review operational hours, menu offerings to ensure that we have the staff and skill set to make every hour of the operation viable.

**\*With a potential over supply of staff vs jobs**

**We will need to very mindful of the recent stories of “under payment” working excessive hours without pay etc.**

\*From my experience, hiring the right people, building a team culture, training and encouraging staff and giving clear directions as a head chef are all key points that assist to produce a quality consistent product. Post shutdown all of these traits will not change

#### **Online Resources**

[www.rca.asn.au](http://www.rca.asn.au)

[www.austculinary.com.au](http://www.austculinary.com.au)

[www.health.gov.au](http://www.health.gov.au)

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

## **Restaurant Caterers Association**

**\*Over 35,000 members across Australia**

**\*Well researched, in communication with government bodies and have a voice.**

**\*Cost is between \$10-\$30 per week depending on the size of the venue**

**\*Website is available for non members with some content members only.**

**\*Australian Culinary Federation website is updated and targeted at the young Chefs of the future so this is a great information tool.**

## **Keeping our staff safe as they return to work will be critical some useful resources are**

**\*Health.vic.gov- Provides upto date information on requirements on best practices for food business owners**

**\*From talking to Industry leaders in manufacturing and food service it is predicted that more thorough compliance checks and resources will be given to carrying out food safety checks, so be prepared.**

**\*Australia government & Safe work Australia websites have relevant information on subsidies and guidelines on life after the virus. This information is easily accessible for all levels of the kitchen team and managers.**

**\*I think each business will need to be pro active and develop there own new normal of food safety actions as the one size fits all approach won't apply.**

### **Staffing resources**

For the long term success and sustainability of the trade we need to keep an eye on the next generation of chefs and to look to employ apprentices and cooks. There are some very good Incentives and funding for hiring apprentices of upto 50% of their salary for the first 9 months Supporting and engaging tafes and training institutions is a great way to source potential quality chefs. Training cooks are required to perform on the job training and can prove to future asets.