

Training, Technology & Tasty Tomatoes

This workshop is organised and hosted by Total Aged Services in conjunction with the Institute of Hospitality in HealthCare Ltd



Presented at Melbourne CAREX 2010
Main Grandstand, Caulfield Racecourse
Winner's Circle Room (Level 1)
Thursday March 18 2010 0930-1315
\$99 inc. GST

Target Audience

This half day seminar is designed for a range of managers & staff - General Managers, Catering Managers, Chefs, Food Services staff, Support service staff, Supervisors, Quality/Education Managers

Seminar outline

0930-1100 Building a Training & Learning Culture for Support Services

If you want a support services workforce capable of getting better at getting better, you must first look at two fundamental issues: how people learn in the workplace and how to create a learning culture.

- What Are The Challenges Facing Support Services?
- How Do People Learn At Work?
- How Do I Develop A Training & Learning Culture?
- What Are The Benefits To My Organisation and To The Individual?

1100-1130 Morning Tea

1130-1315 The Modernisation of Food Services

Food Service has increasingly found itself in the spotlight over the last decade in some cases with reports of food safety and under-nutrition issues and at the same time food service has undergone significant change. This section of the seminar will discuss:

- The Changes In Technology and Logistics Used In Food Service
- How An Organisation Can Reduce Its Overall Food Costs
- Integrating Food Production and Client Nutrition To Improve Client Nutrition

1315 Seminar concludes

Presenters

John Patison - John Patison is the immediate past national president of the Institute of Hospitality in Healthcare, past chair of Healthcare catering international and a current board member of the IHHC.

John Patison has worked in a number of hospitality roles over 35 + years commencing as an apprentice chef, executive chef, catering manager, food safety trainer and as the Support Services Manager in a 200 bed Private hospital for the past 16 years. As well as being involved in developing and delivering training programs, John has overseen the introduction of new technology to enhance the quality of service and product particularly within the healthcare arena.

John has completed an apprenticeship in cookery, certificate in catering and a degree in hospitality and tourism management and team lead a number of significant projects over a number of years.

Pauline Butler, Butler's Training Services - Pauline Butler has over 13 years experience in the Vocational Education and Training sector; after 16 years in hospitality management. Pauline now runs her own training consultancy, Butler's Training Services (BTS) advising training companies on compliance issues, developing training resources and delivering training programs. BTS' clients include training organisations specialising in the delivery of health care qualifications as well hospital Support Services departments.