

Guidelines for Student Work Experience/Placement at the Bush Hotel

- It is the policy of the Bush Hotel to provide a small number of work placements and experiences to interested individuals and to this end we have developed formal and structured programs appropriate to the duration and nature of work placement/experience sought
- Prior to be offered a placement students will be asked to attend an informal interview with Hotel Management at which the student will be expected to demonstrate his/her commitment to the program.
- Starting and finishing times are flexible to suit transport requirements of students but must be agreed in advance and strictly adhered to.
- Please arrive at workplace 5 minutes before starting time and report to Hotel reception.
- Dress: well presented with clean pressed black shirt/blouse, black trousers. Solid (not open) black shoes. Hair tied back and please no facial piercings/jewellery. Name badge will be provided.
- Safety shoes and PPE will be provided as appropriate
- No re-numeration is provided.
- Meals will be provided during placement hours
- To derive maximum benefit from the placement students are encouraged to get actively involved, experience and participate rather than stand back and watch. Questions are encouraged.
- Following the successful completion certification and a reference will be issued by the Hotel

Transition Years Work Experience Schedule.....Summary

- Day 1 : (Induction)
- Day 2 : Coffee Shop & Carvery
- Day 2 : Kitchen/Food preparation
- Day 3 : Bar and restaurant service. Conferencing & Banqueting.
- Day 4 : House Keeping. Maintenance & facilities management
- Day 5 : Reception/ Back Office, Accounts & Marketing. Wrap up

(Please note days are interchangeable)

Five Day Work Experience Program

Induction (Day 1 Mandatory):

- Introduction to Mentor.
- Employee manual
- Site tour: employee facilities, etc
- Clocking Procedure
- Health and Safety
- Fire safety
- Staff policies
- Customer Care Policy
- Environmental policy
- Dignity at work policy
- Social Club
- Q&A

Coffee Shop & Carvery (Day 2)

- Introduction to supervisor
- Department layout
- Coffee menu & preparation
- Food presentation
- Customer service
- Cleaning rota
- Hygiene policy
- Environmental health issues
- Temperature monitoring
- Facilities Management
- Stock control and rotation

Kitchen and Food Preparations (Day 3)

- Introduction to supervisor, department layout
- Menus: Restaurant, Bistro, Coffee Shop Banqueting & Buffet
- Hygiene policy. Environmental health issues
- Temperature monitoring
- Stock Control & Rotation

Five Day Work Experience Program/contd

House Keeping (Day 4)

- Introduction to supervisor, department layout
- Bedroom facilities and required standards
- Cleaning practices and processes
- Laundry process

Maintenance & Facilities management (Day 4 contd/.)

- Introduction to supervisor, department layout
- Workshops, Plant and Machinery. Plant Rooms
- Facilities management

Reception/ Back Office, Accounts, HR & Marketing (Day 5)

- Customer service
- Front desk IT.
- Property Management System: Room Master
- Communications: Telephone, fax, email, web, in house radios
- Online reservations. Room yield. KPI's
- Security: Key Cards, CCTV, Cash Credit/charge cards
- **Accounts:** Online banking, Procurement, Payroll. Debtors, Creditors, TASS
- **HR:** practices & policies
- **Marketing:** www.bushhotel.com, Group marketing, Print pieces, Current promotions
 - Packages, Sponsorships, Corporate/social responsibility. Comment cards. Trip Advisor etc

Charter for Dignity at Work at the Bush Hotel

This charter for dignity at work is a declaration of our commitment to creating and maintaining a positive work environment, where the right of each individual to dignity at work is recognized and protected.

We at the Bush Hotel commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. All who work here are expected to respect the right of each individual to dignity in their working life. All will be treated equally and respected for their individuality and diversity. Bullying in any form is not accepted by us and will not be tolerated. Our policies and procedures will underpin the principles and objectives of this charter.

All individuals, whether directly employed or contracted by us, have a duty and a responsibility to uphold this dignity at work charter. Supervisors and managers in the workplace have a specific responsibility to promote its provisions.

Signed

Joseph Dolan

Managing Director

July 2010

The charter has been endorsed by the Irish Business and Employers Confederation (IBEC) and the Irish Congress of Trade Unions (ICTU).