

Hospitality Group Training Inc

POLICY AND PROCEDURE

TITLE Customer Service Charter

PURPOSE Hospitality Group Training is committed to providing you with the highest levels of customer service. Our Customer Service Charter sets out how we will achieve this goal.

Who We Are

Hospitality Group Training is a not for profit organisation established to provide the services of a group training scheme. The organisation was formed by the Australian Hotels Association (SA Branch) and the Australian Liquor Hospitality and Miscellaneous Workers Union. Hospitality Group Training is an incorporated company.

Mission Statement

To be the most effective organisation facilitating the employment, training and development of apprentices and trainees within the hospitality industry.

Objectives

The objectives of Hospitality Group Training include:

- To ensure all apprentices and trainees are selected in strict accordance with accepted industry defined criteria.
- To monitor host employers and workplace conditions to ensure:
 - the workplace is free from any discriminatory practice,
 - the workplace is free of sexual harassment and bullying,
 - hazards are eliminated and risks to the health and safety of apprentices and trainees are controlled and minimised,
 - adequate rotation of apprentices and trainees amongst host employers occurs, thus
 - enhancing the quality and quantity of training opportunities
- To provide employment opportunities to disadvantaged labour market groups.
- To increase and expand market share by the implementation of acceptable marketing strategies.
- To demonstrate exemplary management and employment practices.
- To investigate, and where appropriate, initiate revenue-raising opportunities.
- To achieve the outcomes as determined through the tender submission from Hospitality Group Training for the provision of group training services via the South Australian Government (DFEEST) and the Commonwealth via Australian National Training Authority (ANTA).
- Hospitality Group Training encourages the pursuit of best practice measures within the organisation.

Our Commitment to Service

- Our service will be based on quality, efficiency, relevance and accountability.
- We will communicate and cooperate with our customers to develop all areas of the VET sector within the hospitality industry.
- We will communicate openly and honestly and maintain confidentiality where appropriate.

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- Hospitality Group Training is committed to providing the highest standard of pastoral care to all apprentices and trainees.
- Hospitality Group Training is committed to the continual improvement of the quality and diversity of both on and off the job training for all apprentices and trainees.

Service standards

We aim to provide friendly, courteous service.

If you phone us we will:

- identify ourselves by name
- return your call within 1 working day
- respond in an agreed time frame if unable to answer your query immediately
- endeavour to refer you to the appropriate agency if the matter is outside our jurisdiction

If you write or e-mail us we will:

- respond to your letter/e-mail within one week. If the matter is more complex we will acknowledge receipt of your letter/e-mail and inform you when a reply can be expected.
- Send an automatic response to your e-mail providing an alternative contact name and e-mail address if absent for any length of time.
- Include a name and contact number on all correspondence to you.

Appointments

- If we make an appointment to visit you, we will be punctual and advise you of any delay on meeting our appointment.
- If you wish to visit our office we suggest that you make an appointment to ensure that the person you wish to see is available.

Information

We will endeavour to ensure that any information we provide to you is accurate and current.

Doing Business with Us

All undisputed accounts will be paid on time.

Opportunities for Giving Feedback

We value your opinion and will provide opportunity for you to give feedback

- in our annual client satisfaction survey
- exit questionnaire for apprentices and trainees
- on our website
- at our offices located in Hindmarsh Square, Adelaide

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You are also welcome to contact either:

- the staff member you have been dealing with
- the Business Manager
- the Executive Officer

**Wendy Ettridge
EXECUTIVE OFFICER**