



Crown Café & Catering

1 May 2013

To whom it may concern;

Currently I have 3 employees who have and are still studying with Austrain Academy in the following courses.

1. Hospitality Training
2. OHS Training
3. Commercial Cookery Training

My employees have excellent feedback with relation to their course with Austrain Academy. The most important aspect for an employee is to see the benefits of this form of training. I have noticed the following:

1. An increase in general knowledge for the industry.
2. An increase in knowledge and understanding of profit & loss.
3. Increased skill level and knowledge of particular skills such as butchery & seafood.
4. Increased knowledge of skill and the variety of skills through the introduction of experts in different fields i.e. pastry, butchery, seafood, catering.
5. Increased profits
6. Increased productivity.

I noticed immediately that there was a change in work flow and a change in productivity. Its as though the employees were introduced to a new way of thinking which complimented the all round performance for the better. I am extremely grateful to John Crittenden for turning my staff into incredibly skilled employees.

Regards

Emilia & Oliver Sekuloski
Directors Crown Café & Catering Pty Ltd

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To whom it may concern;

I am currently studying commercial cookery with John Crittenden at the Austrain Academy.

Through Austrain I have gained the following skills:

Commercial cookery

1. Work Safety
2. Knife & tool skills
3. Butchery skills (an expert was brought in)
4. Seafood (an expert was brought in)
5. Pastry (an expert was brought in)
6. Cost effective menu systems
7. Menus- suitability to a venue
8. Understanding profit and loss

I was previously a student of another institution and I found that Austrain taught more practical (life like) skills which relate to the industry. I was able to assist the manager of our café more effectively due to the fact that I now had business knowledge through Austrain.

I much prefer this style of teaching as it doesn't interfere with work as much and I am able to really understand what it is I am supposed to do at work.

Regards

Gemma Smith

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To whom it may concern;

I am currently studying commercial cookery with John Crittenden at the Austrain Academy.

Through Austrain I have gained the following skills:

Management

1. Understanding of profit and loss
2. Understanding wastage & stock control
3. Understanding and evaluating staff personalities (to position staff accurately)
4. Applying systems to create a more productive work flow.
5. Staff inductions (John did this on premises with myself and my staff)
6. How to run a culinary business effectively
7. Staff management
8. Staff training
9. Customer service

Commercial cookery

9. Work Safety
10. Knife & tool skills
11. Butchery skills (an expert was brought in)
12. Seafood (an expert was brought in)
13. Pastry (an expert was brought in)
14. Cost effective menu systems
15. Menus- suitability to a venue

As a manager of a very busy Café & Catering business I cannot praise enough the work that Austrain do. Through them I was able to become a capable manager as well as employ the right staff. I would recommend Austrain Academy to anyone in this industry that wants to achieve excellent productivity and make profit.

Regards
Antonella Ianni

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To whom it may concern;

I partook of a hot spot course with Austrain Academy.

In a short period the course I did gave me practical skills and knowledge of the culinary industry. I was able to distinguish my strengths and weaknesses and work according to those in order to gain employment in the industry and obtain a possible apprenticeship.

With John's help I was able to obtain 2 jobs among countless work experience opportunities, one in particular which offered me a full time apprenticeship.

I am grateful to Austrain Academy for helping me achieve my goals and for preparing me so specifically and giving me the skills set needed that I was able to gain employment in the industry.

Regards

Keira Leigh Longstaff

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