

Thursday, 2 May 2013

Mr Kane Jones Murphy  
Group Operations Manager  
North Shore Catering Pty Ltd

Mr John Crittenden

Director

Austrain Academy Pty Ltd

***Re: Feedback on hospitality and commercial cookery training***

Dear John,

I'm writing to you as I wish to provide both yourself and your organisation with some feedback. This feedback is in relation to the training which North Shore Catering employees have received for commercial cookery, certificate III in hospitality, certificate IV in frontline management, food safety supervising, RSA and first aid certificates.

The training which you and your associates have provided over the past three and half year has been outstanding to say the very least. Never before in my fifteen years of management of staff have I had the pleasure of knowing that the training which our employees receive will not only be of complete relevance to a current marketplace but is provided by professionals who care about the outcome of the employee's studies. Having gone through the TAFE system myself many years ago, I can confidently say that the service for which you provide is far superior for the follow reasons:

1. There are not breaks for terms. This allows studies to continue throughout the year unimpeded and keeping them focused for long durations of time than before.
2. I am *always* notified by you should a student fail to arrive for class or a student requires greater attention due to any difficulties which they may be facing.
3. The training which the employees receive is relevant to our organisation and the industry. No longer am I sending student weekly to acquire skills to prepare dishes which had been relevant some 30 years ago.
4. Never has an employee which has received training from Austrain Academy ever complained that they do not receive the attention which they need to succeed in their studies.
5. The industry expert for whom you assign to provide training in meat, seafood, poultry and desserts is unsurpassed. If there is a government organisation which shows such commitment to providing this level of training I'm yet to find one.

I look forward to the many year to come in which both our organisation can continue our successful relationship.

**Kind Regards,**

**Kane Jones Murphy**