
TICKET2RIDE

BY LOU PARDI

33,000 people work in hospitality in the city of Melbourne, making sure there's enough froth on your coffee and not too much on your beer. They deliver service with a smile and (mostly) put down drinks without pouring them down your jacket. Chances are if you walk into a drinking establishment on the other side of the world you'll run into an Aussie or three behind the bar as well.

Whether you're looking for a career in hospitality, some extra cash while you're at university, or a money-spinner during your travels, it's essential (in fact, legally required in Australia) to have the appropriate training. Ticket2Ride provides that training (with complementary Beatles tune stuck in your head).

The Certificate II in Hospitality provides training in Food Handling, Responsible Service of Alcohol (the popular 'RSA' and Responsible Service of Gaming. Importantly, you'll learn how to operate those tricky beer taps, mysterious coffee machines and set the table (properly).

For some students the course can cost as little as \$145; the website will walk you through whether you're eligible for this price.

Graduate Sarah Graham spoke with Beat to give us an insight into the course.

Can you tell us a little about yourself?

"My name is Sarah, I'm 18 and I'm currently at TAFE studying a sport and recreation course."

When you were young, what did you think you'd like to be when you grew up?

"I always wanted to be a sports teacher, which is what I am currently studying to be, but I always wanted to work in the hospitality area as a job while I'm studying."

Are you already working in hospitality?

"Yes, I am currently working at the RYE RSL as a result of taking part in the Ticket2Ride program."

Do you think the popularity of celebrity chefs, restaurant makeover TV programs and of course *MasterChef* is attracting more people to hospitality?

"Not for me because I don't really watch any of those TV shows and I work in hospitality. But possibly more people are interested in cooking and going to restaurants."

How close is the actual industry to the image portrayed on telly?

"It is completely different!"

If you were describing the Ticket2Ride course to a friend, what would you tell them?

"Then hands-on training part of the course where we went into a pub and got to do things for ourselves."

What's the best tip you've ever been given?

"Always have a smile on your face! Attitude is everything."

Do you prefer learning face-to-face or online learning?

"Face-to-face is good because the information sticks in your head better and is understood a lot more clearly and the work gets done then and there."

When you're out in restaurants and bars now, do you see things differently? How so?

"No, I don't see things differently, everything is still the same but I'm more aware of what makes a good hospitality experience."

Hospitality is just the ticket to work overseas - what are your top five working holiday destinations?

"London, Paris, Italy, Hawaii, Bali."

Is there anything you'd like to tell us about the course?

"It's quick, challenging and taught me exactly what I needed to know to get my job at the Rye RSL."

Can you give us a little tip...



how do you stop the beer filling with froth when you're pouring?

"Hold the glass on an angle."

If you were talking to someone considering taking the course but they were a bit nervous (say about working on of those tricky coffee machines, or pouring a drink down someone's dress) what would you tell them?

"That there is nothing to be nervous about and practice makes perfect. The course will help them to learn new things."

For any queries on the Ticket2Ride program contact David Brown on 1300 730 388.