

TAFE NSW AND THE STAR ENTERTAINMENT GROUP LAUNCH SYDNEY SCHOOL OF HOSPITALITY EXCELLENCE

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NSW's leading training provider, TAFE NSW, has partnered with The Star Entertainment Group to launch a new Sydney School of Hospitality Excellence. Designed to attract and retain recruits for the flourishing hospitality industry, the initiative was announced today by Minister for Tourism and Major Events and Assistant Minister for Skills, Adam Marshall. The first intake to the school has been confirmed, with students commencing a bespoke International Hospitality Service Program. The course will provide students with world-class training, sought after skills and real-time experience with 5-Star industry partners across NSW.

Based at TAFE NSW's Ryde campus, students in the International Hospitality Service Program will develop expertise in silver service, food and beverage matching as well as wine, beer and spirit selection. Successful students will obtain a nationally recognised Certificate III in Hospitality and the opportunity to build a lasting and successful career in a growing industry with genuine and diverse long-term career opportunities. More than 15 students have already been selected as part of the first intake.

"The NSW Government's reforms are enabling TAFE NSW and industry to collaborate and provide the best possible outcomes to students and the State's economy.

"Our vision for TAFE NSW is for it to build on its competitive strengths and enhance the flexibility and efficiency of its service delivery," Mr Marshall said.

"The Sydney School of Hospitality Excellence is a demonstration of how industry and TAFE NSW can promote long term career and educational opportunities within the hospitality and hotel environment.

"The valuable input that industry leaders will feed into the school enables it to produce graduates that meet their requirements, thereby fast tracking them into offers of employment."

The initiative recognises and offers solutions to the growing demand for staff trained in 5-Star service. Projected growth in inbound tourism to NSW and Australia more generally, particularly from Asia, will create significant job opportunities across the hospitality industry.

The Star Entertainment Group Chief Executive Officer and Managing Director Matt Bekier said it is an exciting time for people wishing to pursue a career in tourism and hospitality, as they emerge as potential cornerstones of the State and national economy.

"We are delighted to work with TAFE NSW to develop these tailored training courses which will help take NSW's next generation of hospitality workers to a new standard," he said.

"At a time when automation in various sectors threatens to place pressure on labour markets, the reality is that the tourism and hospitality industry will remain predominantly labour-intensive, and

personalised service is one of the keys to success in our sector.”

The announcement builds on the existing relationship between The Star Entertainment Group and TAFE NSW via The Star Culinary Institute which provides opportunities for training and mentoring of chefs through an Apprentice Chef program.

The Star Entertainment Group also has a similar program underway in Queensland, where the Queensland Hotel & Hospitality School has been established in partnership with TAFE Queensland. The success of the Queensland program was demonstrated when the entire first intake of students for the International Hospitality Service course was offered full-time work in the industry.

Mr Bekier said The Star Entertainment Group’s focus on training was imperative because of the transformational developments underway and in planning across its properties in Sydney, the Gold Coast and Brisbane.

“We are committed to a guest-centric focus and leadership in customer service,” he said.

“Our future development plans therefore rely on a pipeline of talent with industry ready skills and the capability to deliver world-class experiences to our guests.”

The Star Entertainment Group’s mega-projects pipeline (undertaken with Hong Kong based joint venture partners Chow Tai Fook and Far East Consortium) includes a proposed hotel and apartment tower at The Star Sydney in Pyrmont, with the hotel component to be operated by the world renowned The Ritz-Carlton.

In Queensland, the multi-billion dollar Queen’s Wharf Brisbane development is underway and at The Star Gold Coast a six-star hotel tower is on track to open ahead of the 2018 Commonwealth Games with approvals also received for a new 700-key hotel and apartment tower.

Today’s announcement was welcomed by other industry employers in the program including Accor Hotels, The Intercontinental, International Convention Centre and Sofitel.

For more information:

Peter Jenkins

Head of Media and Communications, The Star Entertainment Group +61 439 015 292

Sean Brogan

Senior Corporate Affairs Manager, TAFE NSW +61 427 571 851