

AccorHotels Indigenous Employment Program

- 5 day training and work experience program hosted by Indigenous Programs Team and (R.T.O.) AccorHotels Academie
- Designed to build skills, confidence and get you a job in an AccorHotels property right around the country
- Candidates are required to attend an information / interview session 1 week in advance of program
- Jobs available are tailored to candidate application and interview at the information session with a focus on finding the right people for the right jobs
- Candidates suitable for direct hire will be recommended to hotel HR departments to fast track job outcomes
- Full completion of the 5 day job ready program, transport access, grooming & performance standards must be met to be eligible for a job



Indigenous Employment Program Details

- Information and candidate interview session hosted by AccorHotels Indigenous employment team one week in advance of employment program
- Limited work experience is required but we focus more on having a great attitude, willingness to learn and ability to give it your best shot for the full length of the program
- Hands on work experience in the role you're interested in is an integral part of the program
- 'Certificate of Participation' on completion of program - only those that complete the full five days are eligible for a job outcome

ACCORHOTELS INDIGENOUS 5 DAY JOB READY PROGRAM OUTLINE

	DAY 1 9AM-3PM	DAY 2 FULL SHIFT	DAY 3 FULL SHIFT	DAY 4 FULL SHIFT	DAY 5 9-11AM
MORNING	<p>Hotel tour, people introductions and get to know you session</p> <p>Introduction to Accor and Indigenous Programs</p> <p>Grooming and program expectations</p>	<p>Work experience - regular shift timing in proposed role</p> <p>Commence checklist and customer service moments</p>	<p>Work experience - regular shift timing in proposed role</p> <p>Continue checklist and customer service moments</p>	<p>Work experience - regular shift timing in proposed role</p> <p>Continue checklist and customer service moments</p>	<p>Program reflections</p> <p>Graduation ceremony</p> <p>Final interview if required</p>
AFTERNOON	<p>Customer Service Training</p> <p>Being Safe in the Workplace</p> <p>Work experience briefing & checklist</p>	<p>Work experience - regular shift timing in proposed role</p> <p>End of day reflection and checklist check-in with hiring manager</p>	<p>Work experience - regular shift timing in proposed role</p> <p>End of day reflection and checklist check-in with hiring manager</p>	<p>Work experience - regular shift timing in proposed role</p> <p>End of day reflection and interview with hiring manager</p>	

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COMMUNICATIONS TIMELINE AND CANDIDATE PREPARATION

6 Weeks	4 Weeks	2 Weeks	1 Weeks	0 Weeks	1 Weeks
Accor program comms to partners commences	Accor reiteration of program expectation & local briefings held	Final reminder for candidates' CVs and jobs available confirmed	Accor information session, interviews and candidate selection	5 Day Employment Program	Job offer & Peopleology training

CANDIDATE PREPARATION REQUIREMENTS

- Solid communications and customer service skills
 - High grooming and presentation standards
- Understanding of hotel roles and departments
- Access to transport and hotel location reviewed
 - Health assessment
 - Police check
- Responsible Service of Alcohol Certification
 - (where required)

MENTORING, FEEDBACK AND JOB OFFER

Typical Shift Times (Minimum 3 hours up to 8 hours or more):

Early: 5am start
Afternoon: 2pm start

Morning: 7am start
Evening: 5pm start

Mid: 12 midday start
Late: 11pm start