

# All aboard the brunchXpress

Stuart Abrahamson & Brett Olsen  
Central Institute of Technology  
Perth, Western Australia

- **Overview**

- brunchXpress – Delivering English to ESL students through a work-based programme
  - Building the programme
  - Delivering the course
  - Benefits/challenges/considerations

- **The Journey Begins**

- Our core considerations in developing the program
  - Development of employability skills
  - Success of similar mainstream programs
  - Initiating a new challenge for teachers & students
  - Experiencing an Australian work environment



- Putting it Together



- Putting it together



- Putting it Together

Clients

Resources

Schedule

- Putting it Together

Budget

Delivery  
Methodology

Service  
Concept

# brunchXpress



central  
INSTITUTE OF TECHNOLOGY

- Selection Process



**KANGAROOS**  
NORTH MELBOURNE FOOTBALL CLUB

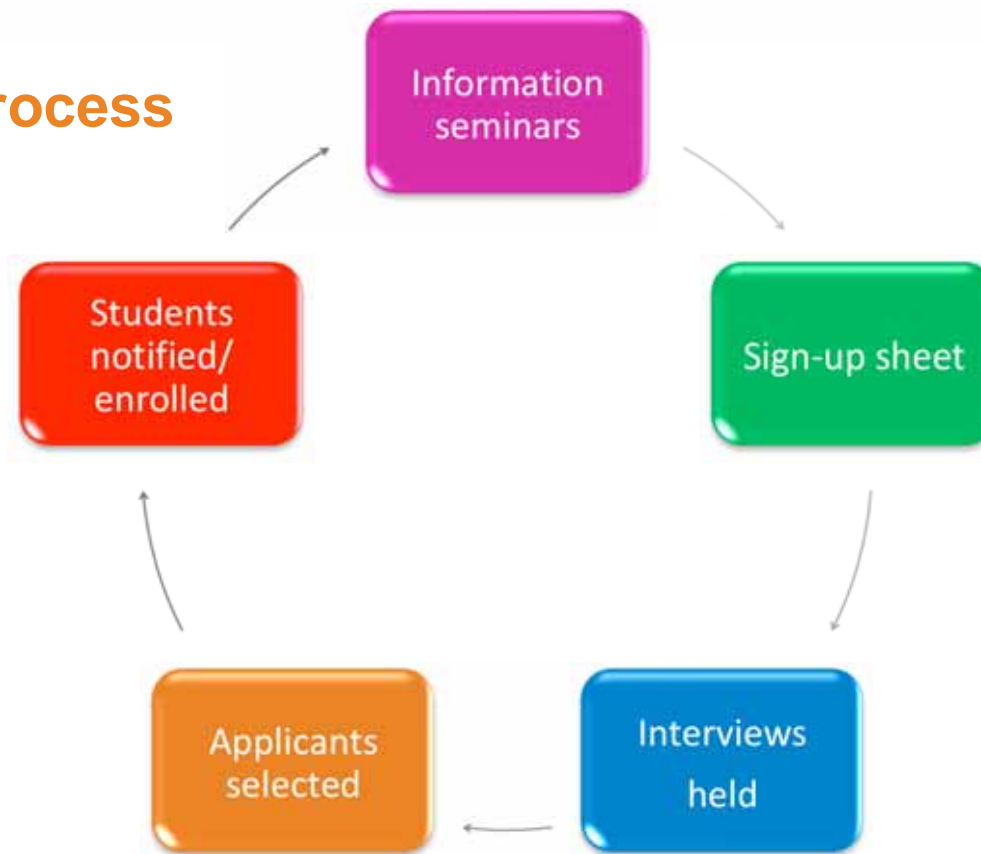


- **Selection Process**

- Reflected a job application process
  - To improve the chances of success
  - To promote the significance of the course
  - To prepare students for what awaited them
  - To highlight the difference from other courses



- **Selection Process**



# brunchXpress



central  
INSTITUTE OF TECHNOLOGY

- Type of Service



- Type of Service



- **Delivering the Course**

- Delivered over 3 days (15 hours in total)
- Wednesday – theory
- Thursday/Friday – practice





- Learning Environment



- **A Typical Day**

- Staff meeting
- Checking / confirming orders
- Listing orders
- Picking up / delivering orders
- Answering emails / phone calls
- Contacting stakeholders to place orders / check availability
- Organising finances
- Completing invoices



- **A Typical Day**

- Assisting customers face-to-face
- Dealing with complaints
- Advertising specials
- Winding up the day's service
- Review
- Preparing the next day's deliveries
- Sample lesson plan





- **What did the Students Learn?**

- Customer Service Charter / Mission Statement
- Core Business Function
- Corporate Culture
- Client Management System
- Identifying customer needs
- Delivering customer service
- Monitoring & reporting on customer satisfaction
- Business vocabulary / communication skills



- **ESLPO – Employability Skills**

- Communication
- Planning & Organising
- Team work
- Self-management
- Problem solving
- Learning
- Initiative & Enterprise
- Technology



# brunchXpress



**central**  
INSTITUTE OF TECHNOLOGY

## • Student Material

**Customer Survey**

Make my name ..... We are students from the ECU business course. Do you have a couple of minutes to answer some questions about a new service we are developing?

We intend to provide a service delivering coffee and food, such as sandwiches, muffins, etc. to lecturers at Central TAFE. This service will start at the beginning of second term and run on a Thursday and Friday. Just to let you know, we will also be donating all profits to charity.

**Question and answer**

1. How interested would you be using our service? Please tick [x]

☐ Extremely interested ☐ maybe ☐ Not at all interested

2. How often would you use this service?

☐ Thursday only ☐ Friday only ☐ Thursday & Friday

3. What kind of food or drink would you consider ordering from our service?

☐ Coffee/tea/ hot chocolate ☐ Soft drinks ☐ Muffins/cakes/cookies  
☐ Sandwiches ☐ Salads/fruits ☐ Others (please specify) .....

4. What time would you potentially use this service?

☐ 10.00am - 11.00am ☐ 11.00am - 1.00pm ☐ 1.00pm - 2.00pm

5. Which local restaurants or cafes do you usually use?

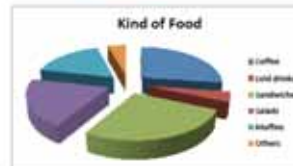
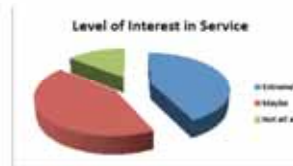
6. How much do you usually spend on food at work each day?

7. A small donation will be made from each purchase you make. Which of the following charity organisation would you prefer to support?

☐ Children's ☐ Animal ☐ Medical research / health  
☐ Others (please specify) .....

Thank you for your time.

### BrunchXpress Graph Survey



1 | ECU\Public\brunchXpress\doc\brunchXpress Graph Survey.doc\brunchXpress Graph Survey.doc

brunchXpress

Ph: 08 9477 1228  
Email: brunchXpress@yahoo.com

## Ordering procedure

### IN PERSON

(Orders received from 9.30 am to 1.00 pm)  
 You are welcome to place your order at our reception on level 3 (N 323).  
 Our customer service team is available to assist you, on Thursday and Friday from 9 am to 3 pm.

### BY EMAIL

(At any time)  
 If you prefer to order by email, we will be happy to process it. Don't forget to include the specific menu items, delivery time and location.  
 Send email orders to brunchXpress@yahoo.com.

### BY PHONE

(Orders received from 9.30 am to 1.00 pm)  
 Ordering by phone is another option. If you call during office hours, one of our customer service team members will be happy to take your order.  
 If you call after hours, please leave a detailed message including your name, phone number, menu item, delivery time and location.

\*Our delivery time is from 11.00 am to 2.30 pm

\* To ensure prompt service, all orders should be received at least 90 minutes before delivery time

\* For special order please contact our customer service team.

ECU\Public\brunchXpress\Publications & Forms Dept\Ordering Procedure 15th April 2010

# brunchXpress



**central**  
INSTITUTE OF TECHNOLOGY

- Student Material



## brunchXpress Menu



**-Order Times-**  
Thursday 9:30 am - 1:00 pm  
Friday 9:30 am - 1:00 pm

**-Delivery Hours -**  
Thursday 11:00 am - 2:30 pm  
Friday 11:00 am - 2:30 pm

brunchXpress

Centre TAFE  
Northrup  
Phone: 9427 1228  
Email: brunchpress@yahoo.com.au

brunchXpress  
Always on time to you!

We are willing to satisfy  
our customers with the  
best quality food

Phone: 9427 1228  
Email: brunchpress@yahoo.com.au

Hot! Hot! Hot!		Sweet Temptations		Extra Hungry?	
Coffee	R 3 L 3.5				
Espresso		Individual Pastries		Vegetarian Turkish	
Long Black		Almond slice 3		Fetta, eggplant, red onion, olives, sundried tomato. 9.5	
Flat White		Carrot cake 4		Continental Turkish	
Cappuccino		Mud cake 3.5		Ham, cheese, salami, red onion, olives, sundried tomato and eggplant on Turkish bread. 9.5	
Hot Chocolate		Short bread 3		Croissant	
		Vanilla slice 3		Ham & cheese or chicken, cheese & tomato. 7.5	
		Blueberry 3			
		Apple/Blueberry Scone (bdt) 17.5			
Chill Out		Muffins		Umai Da Yo!	
Juices		Chocolate 4.5		Sushi rolls (wide variety) 5.5	
Orange 300ml 2		Apple & Cinnamon 4.5		Teriyaki chicken with rice 6.5	
Lipton ice green tea 2.5		Choc & Orange 4.5		Teriyaki fish with rice 7.5	
Water 600ml (M Franks) 2		Blueberry & Apple 4.5		BBQ chicken with rice 7.5	
Vitamin water 600ml 4		Organic (Check out daily selection) 5		Teriyaki beef with rice 7.5	
Iced Strawberry 3.5		Gluten free		Grilled fish with rice 7.5	
Nudies 250ml 3.5		Orange almond cake 6		Organic Udon Soup with Chicken/Bacon 8	
Cranberry raspberry 3		Fruit 3		Vegetarian rice 6.5	
Orange/Mango/Pineapple 3		Muesli cookies 3			
Mango/passion fruit 3					

# brunchXpress



## • Student Material

brunchXpress

Ph: 08 9427 1228  
Email: brunchexpress@yahoo.com.au

### LEAVE REQUEST FORM

Name:		
Leave requested:	From:	To:
Total period of leave:	Days	Hrs.
Reason for leave:	Personal	Medical
Medical certificate:	Yes	No
Leave Approved:	Yes	No
Reasons:		
Supervisor:	Date:	

✂

### LEAVE REQUEST FORM

Leave Request Receipt			
Name:			
Leave requested:	From:	To:	
Total period of leave:	hrs./days		
Supervisor:	Date:		

252P00brunchexpress.docx Printed from Dept & User Request Form 12/4/2012

brunchXpress

Ph: 08 9427 1228  
Email: brunchexpress@yahoo.com.au

### Order/Invoice Form

Invoice Number		Company copy		
Name:	Contact detail:			
Quantity	Item	(\$)	Cost	Time
				Place
Team member signature		Donation		
Payment options	Pre paid	Cash on delivery	Post payment	
		Total	Date	

brunchXpress

Ph: 08 9427 1228  
Email: brunchexpress@yahoo.com.au

### Order/Invoice Form

Name:	Contact detail:			
Quantity	Item	(\$)	Cost	Time
				Place
Team member signature		Donation		
Payment options	Pre paid	Cash on delivery	Post payment	
		Total	Date	

252P00brunchexpress.docx Printed from Dept & User Request Form 12/4/2012





# brunchXpress



- Student Material

Thanks for your support!

Only 2 days left



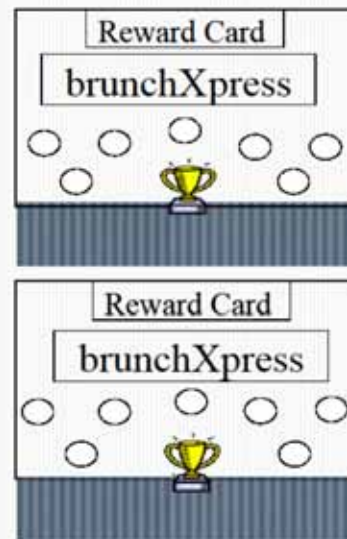
brunchXpress

Help us reach our goal of raising \$ 400 to donate to the Museum St Child Care Centre

How can you help ???

- Order your lunch + coffee on Thursday
- Join us for our International High Tea on Friday

Early bird ticket \$ 5.00



Special treat !

Thursday 27 May and Friday 28 May

Coffee  
&  
Cake!

Try our fresh and delicious  
homemade Lemon cake!

Just \$4.80



brunchXpress Room N323  
Central Institute of Technology

# brunchXpress



- Student Material

**Special offer!**

A great deal for  
next Thursday only  
Teriyaki Chicken  
with Rice  
\$5.50

Date: 06/05/10

Please order by 10am  
Thursday 06/05  
to take advantage of this offer

**brunchxpress**

Room N323  
Central  
Institute of Technology  
Phone: 9427 1228  
Email: [brunchxpress@yahoo.com.au](mailto:brunchxpress@yahoo.com.au)

BRUNCHX-PRESS	BRUNCHX-PRESS
INTERNATIONAL HIGH TEA	INTERNATIONAL HIGH TEA
Day: 25/04/2010 Time: From 11.00am to 12.00pm Location: Room N 323	Day: 25/04/2010 Time: From 11.00am to 12.00pm Location: Room N 323
Come and enjoy with us a great variety of international dishes in our well sounding tea.	Come and enjoy with us a great variety of international dishes in our well sounding tea.
<b>END OF SEMESTER</b> Time: 12.00pm to 1.00pm Price: \$5.00	<b>END OF SEMESTER</b> Time: 12.00pm to 1.00pm Price: \$5.00

**A SPECIAL TREAT FOR MOTHER'S DAY**

09 MAY 2010

**EXCLUSIVE OFFER!**

Another great deal for you next Friday  
07 May 2010  
from brunchxpress



Corica's world famous Apple Strudel  
just \$15  
brunchxpress

Please order by Thursday 1:00pm  
Room N 323  
Central Institute of Technology  
Email: [brunchxpress@yahoo.com.au](mailto:brunchxpress@yahoo.com.au)  
Phone: 9427 1228

- **Delivery Strategies** (Bricks)

- Student focused
- Workshop/PD atmosphere
- Instructional Intelligence:
  - Y Chart
  - PMI
  - Venn Diagram
  - Value Line
  - Think/Pair/Share
  - Placemat
  - Graffiti







- **Assessment**

- Organic & dynamic
- Portfolio based
- Workplace observation
- Individual employee records
- Performance Management
- Theory tasks



- **Challenges**

- Converting mindset (student to employee)
- Retaining students
- Convincing students of their abilities
- Moving students out of their comfort zones
- Completing the work for students
- Ensuring workload was shared
- Teaching our regular classes!!!



- **Benefits for students**
  - Increasing personal & English language confidence
  - Gaining practical experience & knowledge of the Australian workplace
  - Developing theoretical language, business & IT skills
  - Developing initiative & enterprise skills



- **Benefits for Students**

- Team work & intercultural understanding
- Peer mentoring
- Taking ownership of & responsibility for the project
- Fun, active & dynamic learning environment



- **Benefits for teachers**

- Watching students gain & grow in confidence
- Team teaching
- Getting to know students, developing their strengths while supporting weaknesses
- Witnessing students become more independent & proactive



- **Benefits for teachers**

- Role becomes 'managerial' as students increasingly take initiative & bring ideas to fruition
- Fun, active & dynamic teaching environment!





# brunchXpress



**central**  
INSTITUTE OF TECHNOLOGY



## Time Flies!



- What happened to the Loot?





# brunchXpress



**central**  
INSTITUTE OF TECHNOLOGY



- **Things to Consider**

- Time
- Training package / modules
- Learning space
- Students
- Service
- Delivery method
- Customers
- Assessment



- Review

- Why did we do this?



- Want to know more?

- Stuar

- Brett.



**brunchXpress**



**central**  
INSTITUTE OF TECHNOLOGY

**Thank you**