All aboard the brunchXpress

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Central Institute of Technology
Perth, Western Australia
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

  o Development of employability skills
  o Success of similar mainstream programs
  o Initiating a new challenge for teachers & students
  o Experiencing an Australian work environment
• Putting it Together
brunchXpress

• Putting it together
Putting it Together

- Clients
- Resources
- Schedule
Putting it Together

- Budget
- Delivery Methodology
- Service Concept
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• Selection Process
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

1. Information seminars
2. Students notified/enrolled
3. Sign-up sheet
4. Applicants selected
5. Interviews held
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- Type of Service
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• Type of Service
• Delivering the Course

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

Customer Survey

Thank you for taking the time to complete our survey. Your feedback is valuable to us.

1. How satisfied are you with our service? Please tick one.
   - Extremely satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Extremely dissatisfied

2. How often would you use this service?
   - Daily
   - Weekly
   - Monthly
   - Rarely
   - Never

3. What would you like to see improved in our service?
   - Menu
   - Price
   - Service
   - Other

4. Would you recommend this service to a friend?
   - Yes
   - No

5. What kind of food do you usually order?
   - Fast food
   - Chinese
   - Japanese
   - Italian
   - Other

6. How much do you usually spend on food or drink each week?
   - Less than $20
   - $20 to $40
   - $40 to $60
   - More than $60

Thank you for your time.
### brunchXpress

- **Student Material**

#### Menu

<table>
<thead>
<tr>
<th>Drink</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee</td>
<td>R3</td>
</tr>
<tr>
<td>Espresso</td>
<td></td>
</tr>
<tr>
<td>Long Black</td>
<td></td>
</tr>
<tr>
<td>Flat White</td>
<td></td>
</tr>
<tr>
<td>Cappuccino</td>
<td></td>
</tr>
<tr>
<td>Hot Chocolate</td>
<td></td>
</tr>
<tr>
<td>Tea</td>
<td></td>
</tr>
<tr>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Early Grey</td>
<td></td>
</tr>
<tr>
<td>Peppermint Green</td>
<td></td>
</tr>
</tbody>
</table>

#### Sweet Temptations

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Pastries</td>
<td></td>
</tr>
<tr>
<td>Almond slice</td>
<td>3</td>
</tr>
<tr>
<td>Carrot cake</td>
<td>4</td>
</tr>
<tr>
<td>Muffin</td>
<td>3.5</td>
</tr>
<tr>
<td>Shortbread</td>
<td>3</td>
</tr>
<tr>
<td>Vanilla Slice</td>
<td>3</td>
</tr>
<tr>
<td>Blueberry</td>
<td>3</td>
</tr>
<tr>
<td>Apple/Blueberry Smooth</td>
<td>17.5</td>
</tr>
</tbody>
</table>

#### Chill Out

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juices: Orange 300ml</td>
<td>2</td>
</tr>
<tr>
<td>Lipton ice green tea</td>
<td>2.5</td>
</tr>
<tr>
<td>Water 500ml (M-mix)</td>
<td>1</td>
</tr>
<tr>
<td>Vitamin water 500ml</td>
<td>4</td>
</tr>
<tr>
<td>Neutral 250ml</td>
<td>3.5</td>
</tr>
<tr>
<td>Cranberries</td>
<td></td>
</tr>
<tr>
<td>Strawberry</td>
<td></td>
</tr>
<tr>
<td>Orange juice</td>
<td></td>
</tr>
<tr>
<td>Orange almond cake</td>
<td>6</td>
</tr>
<tr>
<td>Pudding</td>
<td>3</td>
</tr>
<tr>
<td>Muesli cookies</td>
<td>3</td>
</tr>
</tbody>
</table>

#### Extra Hungry?

- **Vegetarian Turkish**
  - Fetta, eggplant, red onion, green, sundried tomatoes.
  - 9.5

- **Continental Turkish**
  - Ham, cheese, salami, red onion, olives, sun dried tomatoes and eggplant on Turkish bread.
  - 9.5

- **Croissant**
  - Ham & cheese or chicken, cheese & tomato.
  - 7.5

#### Umami Da Yo!

- **Sushi rolls (wide variety)**
  - 5.5

- **Teriyaki chicken with rice**
  - 6.5

- **Tempeh fish with rice**
  - 7.5

- **BBQ chicken with rice**
  - 7.5

- **Tempeh beef with rice**
  - 7.5

- **Grilled fish with rice**
  - 7.5

- **Organic Udon Soup with Chicken**
  - 8

- **Vegetarian rice**
  - 6.5

#### Delivery Hours:

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

- **Delivery Hours:**
  - Thursday 11:00 am - 2:10 pm
  - Friday 11:00 am - 2:30 pm
• **Student Material**

Thanks for your support!

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

Reward Card
brunchXpress

Reward Card
brunchXpress

Special treat!
Thursday 07 May and Friday 08 May

Coffee & Cake!
Try our fresh and delicious homemade Lemon cake!

Just $4.80

brunchXpress Room N323
Central Institute of Technology
• **Student Material**

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**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

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**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

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**BRUNCHXPRESS**

**INTERNATIONAL HIGH TEA**

**END OF SEMESTER**

Time: From 12:00 to 1:00pm
Room N 322

**INTERNATIONAL HIGH TEA**

**END OF SEMESTER**

Time: From 12:00 to 1:00pm
Room N 322

Please order by Thursday 1:00pm
Room N 323
Central Institute of Technology
Email: brunchpress@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!!!
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• 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!
Time Flies!
What happened to the Loot?
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?

  ▪ Stuart.
  ▪ Brett.
Thank you