

# Agenda Item 33.

Addington School 'Shuters Café' Jean Lee 09/03/2016

All the students have now successfully gained certificates in City & Guilds 'Hospitality'; a great success!

The 'Shuters' project is a joint initiative between Wokingham Borough Council and Addington School. A group of six FE students has taken responsibility for running the café at the Borough Council on a one day a week basis under the supervision of Karen Seymour and her team. Jodie Reichlett spearheaded the team from Wokingham Borough Council.

The 'Young Entrepreneurs' have now been running the café at Wokingham Borough Council since November 2014. It started as a pilot project but after proving to be very successful, it soon became a permanent placement. The students make and sell a range of filled rolls, cakes and tray bakes in addition to serving and operating the till. They make the produce at school and transport it to the café. The service is excellent and food served is of exceptional quality and very much appreciated by all the customers. The students and staff work extremely hard throughout the day and carry out the various roles on a rota basis to ensure they gain the widest possible experience of work.

The project offers opportunities to develop skills across the curriculum. They need to employ very good communication skills whilst serving customers and also when working together as a team. The students develop literacy skills when following recipes to make all the produce and also when ordering food and following rotas and procedures. They use and develop number skills when deciding how to price their produce, when using the till and also when working out and calculating profit and takings. They have also developed real life appreciation and understanding of health and safety issues, especially those associated with allergens.

It has been really interesting throughout the year to see how the students have become more confident in changing roles and moving from working in the kitchen to serving out front! A great success!

It has really been wonderful to see how the students have grown in confidence and also in developing independent work skills. The students have now completed their City and Guilds 'Hospitality' modules and will be receiving their certificates in the summer. We believe that this project has equipped our students with essential skills that are very important for the workplace and will be a very good addition to their CV. The project has given all of the students a further insight into how a business works. They have had ongoing support from Kean Lac, an advisor from WBC who worked with the group on how to produce a Business Plan, set up a business and carry out market research.

Quotes from the students:

Dominic

It has given me a real understanding of what is involved in running a café. I have found that it takes a lot of work to run a café but I have enjoyed it very much. It has made me think that I might like to work in a café sometime in the future. It has interesting to see how each part of the café works. I like working in all the areas both front of house and working in the kitchen.

Daniel

I have enjoyed working in the café very much and I think that I might enjoy working in a café in the future. It can be very busy working in the café but it can also be slow at time. I have enjoyed working on the till and it has helped me to work out amounts of money. It has given me the opportunity to see how a business works.

Ayse

I learned a lot about how to run a business and how to serve customers. We worked very hard in school making cakes to sell at the café but I think we make very good cakes. My favourite part is serving the customers but sometimes it gets a bit busy so I try not to panic! I think I have got a lot better at talking to people. I was nervous at the beginning but now I feel ok. I have enjoyed it very much and think that I might like to work in a café one day.

Shane

At first I wasn't that keen on the project but during the year I have come to enjoy it very much. I really enjoy the responsibility of making the filled rolls. I enjoy working on the till as I like working with money. I think I have learned how to work with customers now but at the beginning I didn't want to work out front as I was a bit anxious that I thought I might get it wrong. I like working in the café so much that I would like to work as a volunteer when I go to college! I think that I have developed lots of skills in catering and also working with other people.

Jeremy

I think that working in the café will look very good on my CV. I also like tasting the produce. I like making the BLT rolls and the customers like them very much. I have learned how to work the industrial dish washer and how to talk to customers. I also help to serve at the front of house when it is very busy.

Abi

I have enjoyed it very much and we have improved over the year. Sometimes there are a lot of customers at the same time and now I can cope with that. I have worked in all the areas but mostly I have served at the front. I think I have learned how to talk to customers and to make them feel welcomed. I have got more independent at baking and I think that our cakes look really good. I think that I would like to continue to work in Shutters next year.

### Feedback from customers:

"I thought I'd let you know my thoughts on the community café... I think it's great! The young people are really friendly, helpful and the cakes taste great. It's just a shame it isn't every day!!"

"I joined WBC on Friday 9<sup>th</sup> January 2015 and have been looking forward to trying out the community café since I heard about it on day one and it was definitely worth the wait!! The lemon drizzle cake is amazing and I am very much looking forward to my ham roll at lunch time - Thursdays may have to be my regular skip the diet day."

These are just two examples of the very many examples of really positive feedback we have received.

This year we decided to keep three of last year's students to help support and mentor three new students. They have really risen to this challenge and we have been very proud of how they have worked with and supported the three new young people. The team has gelled well together and have built on last year's success. The team will be researching areas for development and finding out from customers how they can grow and develop. The students are regularly asked to provide catering at local events as their reputation for providing good products and service grows!



We have all achieved great benefits from this project.

It has been a fabulous work place in which to run our City& Guilds Hospitality course as the students are working in a real business environment.

It is a great opportunity to showcase Addington and our amazing students.

It has proved a great opportunity to mix and communicate with a great number of people.

All the students have shown absolute enthusiasm for this project.

Almost 100% attendance.

Great work ethic

Very, very positive feedback from customers.

Very positive feedback from project leaders.

We are so proud of all these young people and their achievements as they have now gained a rating of 5 Stars. Fantastic!

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