



QUALITY HOSPITALITY
ADELAIDE CATERING

Coaching & Mentoring Resource Acquisition

To complete this task, you need to set up one (1) role-playing scenario with the two (2) groups of volunteers who will play members of two (2) work teams at **Quality Hospitality Adelaide**. These volunteers must be the same volunteers as the ones you had a meeting with in Part 3 Task 2.

The members of Group 1 will play the roles of the following characters from **Quality Hospitality Adelaide's** Morning Team:

- Chantelle Post (2IC and Supervisor) – Supervises and manages the Morning Team
- Alex Hardy (Barista) – Specialises in coffee and drink making
- Nate Barns (Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/barista. Serves food and drink to customers.

The members of Group 2 will play the roles of the following characters from **Quality Hospitality Adelaide's** Evening Team:

- Dane Brookes (Events co-ordinator and Restaurant Manager) – Runs all events and manages the Evening Team
- Sadie Myers (Bartender) – Supervises bar and is a cocktail expert
- Sydney Williams (Service and Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/bartender. Serves food and drink to customers.

Use the Coaching and Mentoring Resource Acquisition Character Brief document to assist you and your volunteers in completing the role play activity for this task. Make sure to document your coaching and mentoring session in video recording. Submit the video recording to your assessor in lieu of answering the Negotiated Action Plan Monitoring Sheet section of the Monitoring Sheet.