

Vg1 Service og samferdsel, Vg2 Reiseliv, Vg1 Restaurant- og matfag, Vg2 Kokk- og servitørfag

Summer job in Australia

Olav, a Norwegian upper secondary school student, has got a summer job in the kitchen of a large hotel in Brisbane, on the Australian east coast. His aunt works as an assistant manager for a large hotel chain, and she is now located in Brisbane. Olav wants to be a chef, and is looking forward to learning about food and working in Australia. After many hours' flight, and a transfer in Dubai and in Sydney, he finally arrives in Brisbane. His aunt meets him at the airport, and takes him to the hotel where Roger, the hotel chef, shows him around.

Roger: Hello mate, nice to have you here, Olav. How was your flight?

Olav: Well, longer than expected, but there were excellent meals, and inflight movies I had not seen before. Anyway, good to be here finally!

Roger: Do you know anything about the area here?

Olav: Yes, I know a few things. Brisbane is the capital of the state of Queensland, isn't it? It is the third largest city in Australia. I also read that the city got its name from the Scot, Sir Thomas Brisbane, and that there are quite a few Norwegian university students here.

Roger: Well done, Olav. I can also tell you that the area around here is a paradise for surfers. Maybe you'd like to give it a try one day?

Olav: I sure would, but I suppose there will be a lot of work in the kitchen. Is this mainly a conference hotel?

Roger: Well, since we have a large golf course adjacent to our hotel, many guests do come here to play golf, but in our marketing strategy we aim at conferences as well. In a hotel we talk about "warm beds", which means that the more guests the hotel has, the better the income will be. We have a superb location when it comes to public transportation, and we offer an extensive pick up service to our guests.

Olav: I see. May I ask who will be my mentor here?

Roger: Well, I'm pleased to say that I will be your mentor. I've heard from your aunt that you are very interested in food, and I think you are going to learn a lot here during the next six weeks.

Olav: I am looking forward to that! What kind of food traditions do you focus on here in your kitchen?

Roger: As you probably know, Australia had numerous aboriginal tribes before the British started to settle here towards the end of the 18th century. Many restaurants in the Brisbane area serve “native” food, but since we have many guests from the UK, most of our menus are based on traditional English cooking, using mutton, fish and beef.

Olav: What other parts of the world do the guests come from?

Roger: Well, we have quite a few guests from Asia, so Asian food is also a large part of our cooking. There are four restaurants in our hotel, and one of these has an Asian menu. One restaurant is a breakfast and lunch restaurant, one a western à la carte dinner restaurant and one a buffet restaurant.

Olav: Do you ever meet some difficult guests?

Roger: Well, you know Olav, there are all kinds of people coming here, and I’m happy to say that we get a lot of positive feedback on our food. But, as you know, there are always some people who have something to complain about. Then it is important to remember that in our field, the guest is always right, even though we might find the complaints a little unfair. The staff has been trained in the following four cornerstones of our work: listen, see, hear, smile.

Olav: Listen, see, hear, smile. Well, thank you so much for the introduction to the hotel. I’m ready for work! Where can I start?

Roger: What about peeling some potatoes?