



## Technology delivers the safety message to a young workforce

Zenith Hospitality Staffing Solutions was established in Brisbane in 1996 and supports the fast-paced hospitality industry with a talent pool of experienced and professional Chefs, Food and Beverage Service Staff, Bar Staff and Kitchen Hands. Zenith primarily focusses on servicing venues that include international 5-Star Hotels, Convention Centres, Sporting Stadiums, Caterers, Clubs and premier Restaurants throughout South East Queensland, Northern NSW and Western Australia.

### **Background**

Hospitality is a massive industry, annually employing hundreds of thousands of individuals. Its volatility demands short 'time to hire' recruitment responses. Individuals need to be screened, inducted and ready to go at a moment's notice to meet immediate workforce gaps, so the industry demands recruitment partners who are able to provide 'work ready' staff, competently able to jump in to the role very shortly after arriving on site.

"Managing and moving around more than 600 contractors 'on demand' whilst meeting strict screening and induction responsibilities is complex" said William Rule, Managing Director of Zenith.

"We realise that a fair percentage of our roles will be filled by young inexperienced workers, so a key focus for us during engagement is providing a thorough induction program to reduce the risk of injury on site. The challenge for us was that the young candidates didn't want to sit in large formal groups and be 'spoken at' about work health and safety."

### **Solution**

"We adopted WorkPro because it offers a specific hospitality module, and its web-based delivery means the candidates can complete their requirements in their own time, on a device that suits them. With instant email alerts of completion, and the ability for them to then share their safety induction with other employers in the future, we have found a greater take-up rate and acceptance of the completion of these fundamental requirements.

It's certainly comforting for us that our staff are going on to site with a firm understanding of work health and safety in the hospitality industry, which statistically, has high injury rates."