

# VIETNAM: HOSPITALITY TRAINING FOR STREET YOUTH

PROGRESS REPORT JUN - DEC 2022



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## VIETNAM: HOSPITALITY TRAINING

### AN OVERVIEW

Our local partner in Vietnam, KOTO Foundation, spends the second half of 2022 with a lot of successful business and training activities. The two training restaurants that now both are open again, are the ideal practice place for the trainees. Van Mieu Restaurant, the re-newly opened KOTO restaurant, attracts tourist groups with its traditional Vietnamese dishes, while KOTO Villa impresses with its quality European dishes and standard service. The trainees have the opportunity to take turns practicing between the two restaurants so that they can absorb a variety of knowledge and develop in the most comprehensive way. From June to now, KOTO has reached many vulnerable young people in Vietnam, with 51 new intakes for their 6-month and 2-year vocational training course; 100 disadvantaged youth empowered professionally and personally through KOTO's training program; **23 graduating trainees** entering full-time employment in 2022..

Thanks to the support of JMango360 we can provide a full educational package for **3 trainees** including hospitality, English, and life skills for one year. Students Giang Seo Giao, Do Thien Phuc and Tran Tham Duy have completed 8 months of their training at KOTO. They now fully adapted to the curriculum as well as life at KOTO. At this point in the course, they balance the division of time between theoretical study in the training centre and practice at the KOTO training restaurant. Next to all the educational activities, the students have access to healthcare including vaccination, health check-up, and nursing support.

After 2 years delayed by Covid 19, the KOTO dream trip (5 days) took place. It is a great opportunity for the trainees (and their classmates) to experience vacation and explore different parts of Vietnam and take part in team-building activities. For many KOTO trainees, it is the first time they are on holiday and seeing the beach. And they also have a chance to observe some of Vietnam's most famous restaurants and hotels.



PHUC IS PRACTICING IN SERVING SESSIONS AT THE TRAINING CENTRE.



€10.000



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23

### ABOUT THE PROJECT

KOTO stands for 'Know One, Teach One'. Everyone should be able to learn, knowledge is there to be shared. With this in mind, our local partner KOTO Foundation has started a hospitality training center in Hanoi to offer underprivileged young people the opportunity to learn and build a future for themselves and their environment. KOTO Foundation offers about 100 vulnerable young people a two-year training program in the hospitality sector every year. The training is certified by a renowned training institute from Australia. These young people are trained to work in the best hotels and restaurants, and at the same time they receive all the social support they need to develop as individuals. Such as life skills training, sex education and financial knowledge.

### THE PROGRESS OF...

**Phuc** "As a front-of-house trainee, Phuc has demonstrated good performance in theoretical learning as well as applying technical skills at our training restaurant, KOTO Villa. She is highly appreciated for her serious attitude and very hard work. Phuc can now confidently take orders, handle customer complaints and dietary requests as well as make different kinds of drinks."

**"Duy** has demonstrated tremendous changes in attitude and personality after just eight months at KOTO. He has learned how to listen, socialise with peers and control his emotions. In terms of cooking skills, he successfully completed 2 chapters about preparing stock, sauces and soups. Duy is hardworking, proactive in completing his homework, and he always expresses his passion for cooking by observing and learning from restaurant staff when working at the restaurant."

**"Giao"** results are commendable as he is gradually improving in all areas. He acquires knowledge quickly and has good practical skills. He is confident with cookery, sauces and preparing vegetables and fruits.

Giao is a calm, patient and hardworking person but sometimes he lacks communication with people around him. He usually avoids participating in collective activities and feels hesitant to raise his voice in any teamwork. He is encouraged to be more confident, more active and more connective with everyone for better development. Overall, the feedback from the three trainees included that their skills and knowledge in hospitality have improved significantly and they can confidently apply their learning to daily life."

Phuc, Giao and Duy (with their class 40) are busy preparing for their end-of-year training activities: end-of-session exams, vocational skill competitions, and joint events like Christmas, Winter Appeal and Tet Holiday. Each student has set their own learning goals for the upcoming year.

We are super proud of these students who have come so far already. Looking forward to following them during the next period in the course.

### FUTURE PLANS

In September KOTO started a new program and welcomed 23 women. They have began a 6-month learning journey, as part of the 'Her Turn Program' which is funded by the Australian Department of Foreign Affairs and Trade (DFAT). A diverse group of trainees from 15 different provinces across Vietnam are joining a 6 months holistic hospitality training program. Over the next three years, a total of 150 women will take part in the 'Her Turn' project.

All KOTO staff, volunteers and interns had training sessions about Child Protection Policy. KOTO's staff, representatives and partners operate in a position of trust and are often working with children and other community members who are in less powerful and vulnerable situations. These workshops are very important. All staff and associates must be familiar with the Policy, Code and Guidelines and be aware of the problem of abuse and the risks to children.

We are happy to work with KOTO as a partner, and proud to hear that the founder Jimmy just finished his MBA. Between running an organisation and supporting around 150 disadvantaged young people every year, that's quite an accomplishment. Congrats to him!

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