

FEDHASA PHASE 2 INTERNSHIP

Section A: Host employer placement (City's requirements of Host Employers):

| Item | Requirement | Additional comments |
|------|---|---|
| 1 | Placement of FEDHASA inter(s) for 12 months | |
| 2 | Provide uniform (where possible) | Uniforms (chef jacket, company branded shirt etc.) to be provided by host employer where possible. If unable to do so, host employer to contact City of Cape Town so an arrangement can be made |
| 3 | Provide transport for night shift/early morning shift | |
| 4 | Staff briefing of FEDHASA Cape programme and role of interns | This is to ensure all supervisors and parties involved understand vision and purpose of FEDHASA Cape programme as well as the benefits to the company |
| 5 | Provide on-site/on-the-job training | |
| 6 | Provide exposure to various departments and skills within placement site | Exposure to various departments and tasks within each department is to ensure personal and professional growth opportunities for interns |
| 7 | Provide on-site supervisor to oversee intern(s) | Please see Section B for detailed roles and responsibilities of on-site supervisor |
| 8 | Where possible, to provide intern(s) with networking opportunities for future jobs | E.g. During networking events with other hotels, to allows interns an opportunity to engage with other host employers or assist intern(s) with setting up job interviews |
| 9 | Transition and integrate intern(s) into company | This is in preparation of permanent employment at the end of internship. E.g. During last 3 months of internship the intern(s) to be placed in department where they will be absorbed for permanent employment or extended contract |
| 10 | Endeavour to Absorb intern(s) into company either via permanent employment or contract-based work | Contract to be 6months plus |

Section B: Supervisors at placements (City's requirements of on-site supervisors):

| Item | Requirement | Additional comments |
|------|--|---|
| 1 | Provide orientation and company handbook | Handbook to be given if available |
| 2 | Explain HR processes and generate internal contract/agreement between intern and host employer | |
| 3 | Assist in generating job profile once placed within the company | This may be updated as intern rotates to various departments or gets exposure to various roles and responsibilities |



| Item | Requirement | Additional comments |
|------|--|--|
| 4 | Weekly check-ins with intern(s) | Face-to-face meetings to see how intern is adapting and growing within the work space, as well as to provide a platform to share any concerns or queries |
| 5 | Complete and submit bi-monthly? evaluation/feedback report on intern(s) performance | Template of evaluation/feedback report to be given to host employer by the City |
| 6 | Sign off and submit weekly timesheets | Template of timesheet to be given to host employer by the City |
| 7 | Handle on-site queries/concerns/disciplinary measures if need be | Supervisors to provide the City with feedback or updates regarding such matters |
| 8 | Liaise with City of Cape Town regarding various intern matters | Supervisor to liaise with City if there are any instances of injuries on duty, absenteeism, sick leave, disciplinary measures etc. |
| 9 | Conduct exit interviews in partnership with City of Cape Town at the end of the internship | Logistics to be arranged in partnership with City of Cape Town during last month of internship |

Section C: Recruitment guidelines from host employers (City's requirements of host employers prior to recruitment)

| Item | Requirement | Additional comments |
|------|---|---|
| 1 | List of possible placements within the company | <ul style="list-style-type: none"> • How many interns can the site take? • Where will interns be placed at first? • What duties/tasks will be required of them? • Note: Keep in mind that interns should be exposed to multiple opportunities and spheres within the industry. E.g. Interns should not only be able to waitress for 12 months but should learn additional skills within restaurant such as stock-take, budgeting, cooking, cashier etc. |
| 2 | Outline minimum qualification requirements of intern prior to placement | <ul style="list-style-type: none"> • What are basic skills or qualifications required by intern(s) before prior to placement? • Please see attached Addendum A for current intern requirements |

Addendum A: FEDHASA Phase 2 Intern Requirements

| Item | Requirement | Additional comments |
|------|--|---|
| 1 | Total number of interns across all sites: 50 | |
| 2 | Age category: 18-35 years of age | |
| 3 | Gender distribution: <ul style="list-style-type: none"> o 60 % females o 40 % males | |
| 4 | Qualifications <ul style="list-style-type: none"> o Grade 9 o Grade 10-11 o Matric o Tertiary education/other | Note: It is important to where possible to provide out-of-school youth with opportunities to acquire a skill within a specialized field even if they do not possess a matric certificate |
| 5 | Basic prior experience in some aspect of hospitality <ul style="list-style-type: none"> o House-keeping o Cooking o Admin support o HR o Computer skills o Waitressing o Stock-taking o Book-keeping o Cashier o Events coordination or support o Bar tending o Reception/front desk | |
| 6 | Personal <ul style="list-style-type: none"> o Interested in working in hospitality industry o Willing to work shifts o Willing to work overtime, weekends and public holidays o Resilient and positive attitude o Willing to sign behavioural contract and commitment agreement o Interns to commit to staying in programme for at least first 3 months and only being able to leave if it is for another permanent job opportunity | |