REPORT ON COOKERY & HOSPITALITY TRAINING IN NONOUTI ISLAND
Report On Cookery and Hospitality Training in Nonouti

1. Purpose of Visit

The purpose of visit was to conduct a training on Cookery and Hospitality to the people of Nonouti as part of the LDCF project, which aims to provide and equip the people of Nonouti with the right skills and knowledge on Cooking and Hospitality Service for foreign fishers of the bonefish and trevally sport fishing which is an eco-tourism initiative that is about to start in 2018.

2. Team Members

- Epi Gonewai – Director Servicepro Institute
- Dharam Singh – Cooking Trainer
- Malakai Kaukyaca – Hospitality Trainer
- Maaba Katirite (Communication and Public Relation)

3. Duration of Visit

16th November 2017 – 30th November 2017

4. Training Undertaken

4.1. Opening and Registration of Training

The event was held at the Nonouti Island Council Guest House and was hosted by Nonouti Island Council Clerk Mr. Bakarere. During the event, Mayor gave a speech to all participants and advised them to take the courses seriously for such training would not only be beneficial to themselves but to their island as well and thanking the team for providing such opportunity. The number of participant registered were 46. Though it was supposed to be 40 participants, but due to the delay from NIC in carrying out a proper screening, the total number of participants submitted their names were more than 50 but only 46 turned up during the registration.

At the Opening, Mr. Gonewai, explained to the participants how the training will go and what certificate would they receive after the training and accept the exceeding number of participants with no charge.

4.2. Safety & Hygiene and Cookery Training

Training on Safety and Hygiene was carried out by Mr. Epi Gonewai, Director of Servicepro Institute while Cookery Training carried out by one of the trainer, Mr. Dharam Singh. Part of the training on Safety and Hygiene includes “Duty of Care”, “Knowing your Kitchen” and Personal Hygiene.
4.3. **Cookery Training**

Cookery Training only carried out every morning from 9:00am to 12:30pm from Day 2 to Day 5 of the training. On the first day of the training, all participants were given a hairnet and were told to wear it throughout cookery training.

As observed during the training, it was good to see how participants took the training seriously by focusing and concentrating on everything that was done, but unfortunately not everyone were able to get a chance or to get their hands to actually practice what was demonstrated due to the lack of materials and facilities or cooking utensils that were needed for the training. Nevertheless the trainers, did try their best to have everyone be able to do the work, despite such obstacles.

What was good about this training, is that all the dishes that were prepared/cooked, their ingredients can easily be purchase on the island or here on South Tarawa. It does not actually needs you to import from overseas. Not all ingredients have to be purchased as some of the ingredient are taken out of our own garden.

### 4.3.1. **Menu/Dishes that were prepared during the training were:**

<table>
<thead>
<tr>
<th>Fish Stock</th>
<th>Poach Eggs with Sausage</th>
<th>Stewed Tomatoes</th>
<th>Pawpaw Salad with pumpkin leaves</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Fish Stock" /></td>
<td><img src="image2" alt="Poach Eggs with Sausage" /></td>
<td><img src="image3" alt="Stewed Tomatoes" /></td>
<td><img src="image4" alt="Pawpaw Salad with pumpkin leaves" /></td>
</tr>
<tr>
<td>Pumpkin Salad</td>
<td>Vegetable Stock</td>
<td>Fried Rice</td>
<td>Sashimi</td>
</tr>
<tr>
<td><img src="image5" alt="Pumpkin Salad" /></td>
<td><img src="image6" alt="Vegetable Stock" /></td>
<td><img src="image7" alt="Fried Rice" /></td>
<td><img src="image8" alt="Sashimi" /></td>
</tr>
<tr>
<td>Fish Ball</td>
<td>Fish - Stir fried</td>
<td>Raw fish in coconut milk</td>
<td>Smoked Fish</td>
</tr>
<tr>
<td><img src="image9" alt="Fish Ball" /></td>
<td><img src="image10" alt="Fish - Stir fried" /></td>
<td><img src="image11" alt="Raw fish in coconut milk" /></td>
<td><img src="image12" alt="Smoked Fish" /></td>
</tr>
</tbody>
</table>
Some of the menu/dish that are not displayed above include:

- Roti and Fish Curry
- Dhal Soup

4.3.2. Preparation of Some of the Dish

1. Fish Stock

2. Smoked Fish
4.4. Hospitality Training

There are three parts of Hospitality training that were carried out which includes, Food & Beverage, Housekeeping and Front Office Operation.

4.4.1. Food & Beverages

Food and Beverages training is all about preparing, presenting and serving food and beverages to customers. Here in this part of training, participants were trained on how to prepare or set a table, present themselves and how to serve food and drinks to a customer.

First part of F&B training – Folding of Napkins

<table>
<thead>
<tr>
<th>Bishop’s Hat</th>
<th>Candle</th>
<th>Pyramid</th>
<th>Peacock’s Tail</th>
<th>Banana</th>
</tr>
</thead>
</table>

Second part of F&B training – How to Serve a Customer

In this part of training, participants were trained on how to carry a tray of food and a tray of beverages to customers. Specifically on which hands to be used and at what ankle when carrying the tray around. Together with who to served first if a couple sitting at a table, and how to present the customer’s order on the table once it ready.

Figure 1a. Demonstration on how to serve

In this picture, Mr. Kaukyaca, demonstrate on who to serve first when there is a couple sitting at a table and which side of the table would you have to serve from and how would you present or placed the order on a customer’s table.

Figure 1b. Demonstration on how to carry a tray of food and drinks
Third part of F&B training – Wine Presentation and Preparation of a Buffet Table

Figure 2: One of the participants practice on how to serve a wine.

Figure 3. Preparing a Buffet Table and Presenting/Decorating of Coconut fruit Drink
4.4.2. Housekeeping

This is the second part of Hospitality training, where it deals with the management of household affairs. Trainings that were carried out in this part of hospitality services includes, cleaning of guestrooms, Beds Arrangements, towel folding and manners on “when entering the guest rooms for room service.”

Figure 4a. Room Service

Ms. Taake, one of the participants, demonstrate what is supposed to be done when entering the guest’s room for room service.

- Knocking on the door three times and waiting for the guest to respond and allowing a staff to enter.
- Greets the guest, introduce yourself and offer any assistance if required.

Figure 4b. Bed Making

| Mr. Kauyaca, demonstrate on how to prepare a bed before arrival of guest. | Ms. Taraita and Ms. Tabita, two of the participants, applied what they have learned. |

Figure 4c. Cleaning Nonouti Island Council Guest House.

<table>
<thead>
<tr>
<th>Bathroom and Toilet</th>
<th>Kitchen</th>
<th>Bedrooms</th>
<th>Common Room</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
</tr>
<tr>
<td>Kiakia</td>
<td>Maneaba</td>
<td>Outside Guesthouse</td>
<td></td>
</tr>
</tbody>
</table>
4.4.3. Front Office Operation
This was the last part of Hospitality Service training which considered one of the most important area in the Hospitality Unit. For despite all having the best quality product, room restaurant, service facilities and many more, these would be nothing or valued less if reception/front office is disorganized.

In this part of training, participants were put in groups and were trained on some of receptionist responsibilities on how:
- To Greet a Guest upon first arrival
- Be able to provide information to guest
- To help register a guest
- Establish Method of Payment
- Assign Room
- Requesting for Bellman’s Services.

Figure 5. Showcasing how Front Office/Receptionist areas looks like
5. **Issues/Challenges Encounter**
   - The Hotel does not have a deep freezer to be used for meat storing. The team always purchased ice cube to keep all of our meat that were bought and brought from Tarawa from getting spoiled.
   - Venue allocated for carrying out training, was small and it is uncomfortable to be at it especially during midday when it hot.
   - Lack of materials and facilities such as tables, cooking utensils, stoves that needed in the training limits the chance of some participants to actually practice what was carried out during the cookery training.

6. **Conclusion**
   The training was a successful one, as everyone who participated received both certificate on “Safety & Hygiene and Cookery” and on “Hospitality Service” at the end of the two weeks training, an opportunity that participants were so thankful for and very appreciative, to even achieve such certificate.

   Though trainers were faced with multiple challenges, it doesn’t stop them from doing what they have promised to deliver to the people of Nonouti Island, but did overcome such challenges and were able to finish the training successfully.

   To support and to continuously make use of their achievements, KNTO and Director of ServicePro, agree to write a letter and develop a “contract with hoteliers” here in South Tarawa to allow these participants to be able to apply what they have learned from the training while waiting for any private company to run or operate a guest house in Nonouti.