



VOCATIONAL IMPROVEMENT  
PIPELINE PROJECT



Education and Culture

**Leonardo da Vinci**

# VIPP Pilot Restaurant host/hostess

Brussels 2007-09-18

**samhall**



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## **Sweden: Restaurant host/hostess MAX Hamburger-restaurants**

- Satisfy the recruitment need of restaurant hosts/hostesses in MAX Hamburger-restaurants.
- Increase the managers ability to work with diversity issues with a special focus on disability.
- Develop Samhall's work with transitions to the regular labour market.



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### Sweden: Restaurant host/hostess MAX Hamburger-restaurants, Luleå & Boden

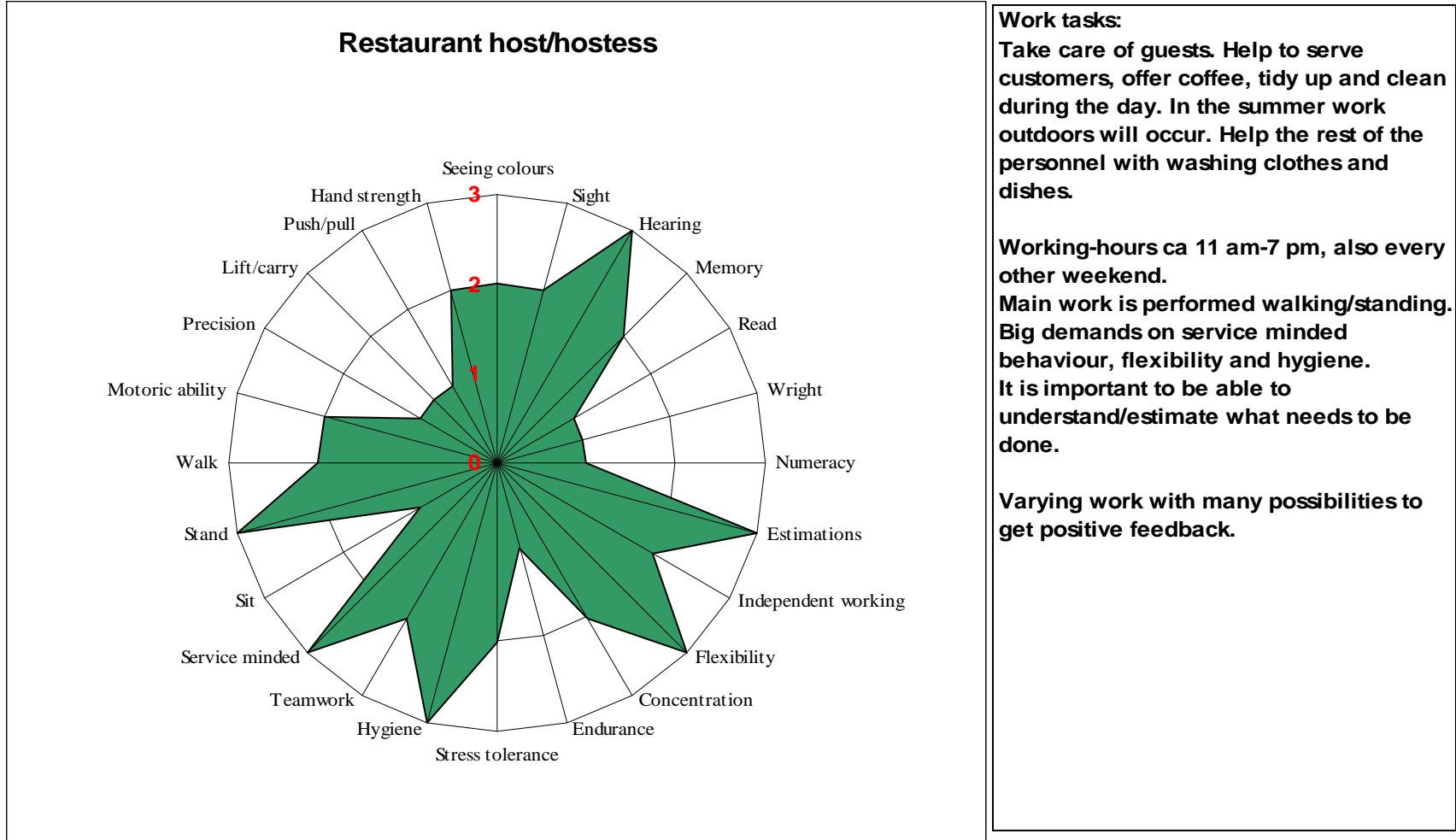
#### METHOD

- Work demand analysis – basis for recruitment of piloters and for support measures.
- On-the-job-training in 4 (+4) weeks, supported by a coach.
- Follow up of on-the-job-training. Focus on support.
- Transition to MAX.

#### LEADERSHIP FOR DIVERSITY

- More knowledge about what diversity really is.
- Increased awareness of how values and attitudes influence leadership and how you face other persons.
- To really live up to MAX values and policy.

# Work demand analysis



**Work tasks:**  
 Take care of guests. Help to serve customers, offer coffee, tidy up and clean during the day. In the summer work outdoors will occur. Help the rest of the personnel with washing clothes and dishes.

**Working-hours** ca 11 am-7 pm, also every other weekend.  
**Main work is performed walking/standing. Big demands on service minded behaviour, flexibility and hygiene. It is important to be able to understand/estimate what needs to be done.**

**Varying work with many possibilities to get positive feedback.**



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