

Hospitality & Tourism Course Listing

Cooking Techniques	6
Essential Preparations.....	6
Finishing Off	6
Introducing the Basics.....	6
Serving Customers	6
Careers in Hospitality: Service and Adventure	6
Confessions of Chefs and a Restaurateur	7
Behind the Scenes.....	7
Setting the Scene	7
In Focus: Milk	7
In Focus: Rice	7
Online Customer Service.....	7
Multiculturalism, Migration, Population Size and Other Issues	8
Carbohydrate	8
Fat	8
Fibre	9
Protein.....	9
Sugar	9
Vitamins	9
Health, Safety and Security.....	9
Quality Customer Service.....	10
Working in Socially Diverse Environments	10
Housekeeping	10
Introduction to the Front Office and Reception	10
Food Safety	10
Microwave Ovens	11
Salads	11

Kitchen and Food Safety	11
Switch on Service	11
10 Essential Reception Skills	12
Employability in Travel and Tourism.....	12
Impacts of Travel and Tourism	12
Legislation and Regulation in Travel and Tourism.....	13
Technology in Travel and Tourism	13
Travel and Tourism Business Environments	13
All About Food Additives	13
All About Nutrients	14
An Introduction to Hospitality	14
Avoid that Hazard: Equipment Safety in the Kitchen	14
Breakfast Because!.....	14
Bringing It to the Boil: Basic Moist Cooking Methods and Food Storage.....	15
Buying and Storing Food Safely	15
Career Pathways in Retail	15
Catering for an Event	15
Characteristics and Properties of Food - Part 1.....	15
Characteristics and Properties of Food - Part 2.....	15
Cleaning and Sanitation in the Food Industry	16
Coaching in Hospitality	16
Competitive Marketing in Tourism	16
Confessions of an Event Planner.....	16
Conflict Resolution: A Winning Approach	17
Daily Cafe Operations	17
Dealing with Cultural Differences in Tourism and Hospitality.....	17
Designing Menus for Healthy Diets	17
Dietary Supplements: Health or Hype?	17
Ecotourism: A Case Study	18

Emerging Tourism Markets.....	18
Environmental Practices at Work: Hospitality.....	18
Espresso Coffee Service: Preparing and Serving Cafe Style Coffee.....	19
Etiquette, Manners and Rituals With Food	19
Exploring Pathways in Hospitality and Tourism.....	19
Factors Affecting Global Tourism.....	19
Five Common Food Myths	20
Five Star Hospitality	20
Food Allergies.....	20
Food Allergies and Intolerances.....	20
Food Planning for Special Occasions	21
Food Preservation Techniques	21
Food Safety and Hygiene	21
Foods for Special Needs.....	21
Four Star Ecotourism: A Case Study of Aquila Eco Lodges	22
Global Cuisine: Indian and Japanese	22
Gluten-Free Foods	22
Going Organic: The How and Why of Organic Foods	22
Good Enough to Eat - Food Presentation and Service.....	22
Great Food Presentation 1: More Than Food On a Plate	23
Great Food Presentation 2: A Practical Guide	23
Growth and Niche Markets in Tourism.....	23
HACCP in Action: Food Safety Case Studies.....	23
Have a Nice Day: Working with Colleagues and Customers in Hospitality and Tourism	23
If Only I'd: Health, Safety and Security Procedures.....	24
Impacts on Tourism: Changes and Trends.....	24
Implementing a Food Safety Program: HACCP in the Workplace	24
Influences on Food Choice.....	24
Introducing Food Additives.....	24

Investigating Food Preservation	25
It's a Blast! - Chilling and Freezing in Food Production	25
It's a Waiter's Life.....	25
Laundry Blues.....	25
Leading the Pack: Innovations in Food Packaging.....	25
Looks Good Enough to Eat.....	25
Managing Conflict in Hospitality.....	25
Manual Handling in the Food Industry	26
Math in the Kitchen: Do You Measure Up?	26
Maximum Return, Minimum Footprint: An Ecotourism Case Study.....	26
Menu Planning - Toddlers, Pregnancy, the Elderly.....	26
Multicultural Foods.....	27
Multicultural Foods 2.....	27
New Foods: Changes and Advances in Technology.....	27
Nutrients: The Basics	27
Nutrients: Their Interactions	27
Preparing and Serving Non-Alcoholic Beverages.....	28
Preparing Sandwiches, Appetisers and Salads	28
Reading Food Labels	28
Responsible Tourism.....	28
Rotorua: A Case Study in Sustainable Tourism.....	28
Safety in Food Handling	29
Safety in the Commercial Kitchen.....	29
Serving Alcohol Responsibly	29
Spick and Span	29
Spoiled Rotten: Food Safety Investigation.....	29
Sweet Stuff: Working in the Pastry and Sweet-Making Industries.....	30
Teamwork in Hospitality	30
The Australian Tourism Industry: An Overview.....	30

The Cooking Process - How Food Changes	30
The Knives are Out - Using Kitchen Knives Correctly.....	31
The Resort Office	31
The Resort Representative	31
The Table Manner Murders	31
The World on Your Plate Mate: Multicultural Influences on the Australian Diet	32
Tourism, Planning and Development: A Case Study in Sustainability	32
Turning Up the Heat! Basic Dry Cooking Methods	32
Understanding FSANZ	32
Upselling Product and Service in Tourism and Hospitality	32
Using Bush Foods	33
Using Microbes in Food	33
Vegetable: Cooking Techniques.....	33
Where the Bloody Hell Are You?: An Introduction to Tourism in Australia	33
Which Fork Do I Use?	34
Working Front of House.....	34
Working In a Socially Diverse Environment	34

Cooking Techniques

This entertaining and informative film clearly describes the most common and useful cooking techniques. This programme will clearly demonstrate and encourage students to work in practicals with confidence and in the correct manner, thus achieving the best results of which they are capable.

Essential Preparations

This series is an essential resource for every Australian TAFE College and RTO delivering courses in tourism and hospitality, especially Certificate IV in Hospitality (Food & Beverage Service); and an invaluable resource for VET students studying hospitality units.

Finishing Off

This series is an essential resource for every Australian TAFE College and RTO delivering courses in tourism and hospitality, especially Certificate IV in Hospitality (Food & Beverage Service); and an invaluable resource for VET students studying hospitality units.

Introducing the Basics

This series is an essential resource for every Australian TAFE College and RTO delivering courses in tourism and hospitality, especially Certificate IV in Hospitality (Food & Beverage Service); and an invaluable resource for VET students studying hospitality units.

Serving Customers

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Careers in Hospitality: Service and Adventure

As you explore the many career options available in today's world, you may want to take a fresh look at an exciting choice. Careers in Hospitality Service and Adventure goes behind the scenes to show all the possibilities of a career in hospitality management. You'll learn from people working in the field about restaurant management, hotel management and event and conference management. An education in hospitality management can lead to a career at restaurants, hotels, resorts, or even the

high seas to manage hospitality on a cruise ship. Careers in Hospitality: Service and Adventure provides an up-to-date overview of the hospitality industry.

Confessions of Chefs and a Restaurateur

Students learn the ropes of being a chef from the chef/instructors at Le Cordon Bleu College of Culinary Arts. They'll also spend time with Brenda Langton, chef/owner of Cafe Brenda, as she creates vegetarian and fresh seafood dishes. Also features Ken Goeff (American Regional), Walter Wittwen (Classic Cuisine), Van Keszler (Foundational Skills), Bill Niemer (American Regional) and Farley Decker (Garde Manger).

Behind the Scenes

This program focuses on the preparation of meals and their presentation. We first look at the range of knives used by chefs. Presentation and garnishes come next, including julienne vegetables, deep fried vegetable crisps, turned mushrooms, radish roses, fanned strawberries, segmented oranges and carrot curls. This program also demonstrates plating a meal, featuring an entree, two types of main course, and a dessert

Setting the Scene

Covers menu planning, budgeting, table setting and styles of service.

In Focus: Milk

In this program we examine the many facets of milk as a food commodity.

In Focus: Rice

This program delivers detailed investigations into rice, one of the major food commodities of the modern world.

Online Customer Service

As technology evolves, so too does the world of customer service. Customers now prefer to deal with companies online, rather than typical face-to-face or phone exchanges. Online customer service provides many unique challenges, and opportunities, for customer service representatives. This sophisticated, stylised program aimed at upper secondary audiences explores the areas of live chat,

social media and email customer service. How do you deal with multiple customer requests? What happens when a customer becomes upset online? How can Twitter and Facebook be used to improve customer service? This is a highly-relevant, valuable resource for those considering a career in the online customer service industry.

Multiculturalism, Migration, Population Size and Other Issues

The debates over these issues are full of ironies and contradictions. We are the world's most successful multicultural nation, with very few obvious tensions; opinion polls have shown widespread support for high migration when the level is already high, and lack of support when the level is already (as it currently) low; the opponents themselves can only trace their Australian ancestry to a few generations, and much of the hostility is based on racism as evidenced by the concurrent attacks on Aborigines. In this program, we explore the issues with the help of people on both sides of the debate.

Carbohydrate

Carbohydrate is a vital part of diet, but we generally don't eat enough of it. In this latest update we explore the role carbohydrate plays in maintaining our health and well being. How much carbohydrate do we need, and what form(s) does it take? Can we eat too much of it? What is carbohydrate loading, and why do athletes use it? These questions, and more are explored in this up-to-date program from the producers of programs such as "Australian Guide to Healthy Eating" and the updated "Guess ..." series

Fat

Fat is a large part of our diet; often we don't realise just how much of it we consume. Staple foodstuffs such as meat, butter and milk all have high fat contents. Additionally, many foods become high in fat when they are prepared in certain ways; low fat potatoes can become high fat chips, for example. This program looks at what fat is, how much of it we eat, what foods it is found in, what function it carries out in the body, what problems it causes, and how we can reduce our consumption of it. We also see the pressures put on us to eat more fat. Advertising tempts us with appealing pictures of healthy people eating fatty products and industry lobby groups are constantly campaigning for their product.

Fibre

A look at the much underplayed role fibre plays in our diet. How does fibre protect us from conditions like colon cancer, coronary heart disease, diabetes, diverticulitis, high cholesterol and obesity? How much fibre should we be eating to maintain good health?

Protein

We explain what protein is and its role in our body, where it comes from (both animal and vegetable), its importance in our diet, its energy value and the myths surrounding it. One of these is the tendency for a high intake of animal protein to cause the body to lose calcium.

Sugar

The more sugar we eat, the less complex carbohydrate and the more fat we eat. For that reason, sugar, with its empty kilojoules, is a food we should eat less of. But there's also the problem of dental cavities: despite all the improvements in tooth-paste and fluoridation over large areas of Australasia, sugar which is hidden in an amazing variety of foods, is still public enemy number 1.

Vitamins

Whilst the debate over vitamin supplements appears certain to go on for a lot longer yet, we come down firmly on the side of 'Consume a variety of foods and you won't need to think about supplements'. We explain the role of vitamins in the body and what happens when we consume more than we need. We also explain the vested interests involved in the synthetic vitamin industry and how that can get in the way of us spending our money wisely.

Health, Safety and Security

Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industries including tourism, retail and recreation. 'The Hospitality Series' provides a wonderful introduction to hospitality and closely examines some of the important issues that play major roles in the successful operation of the hospitality industry - quality customer service; health, safety and security; and working in a socially diverse environment. This series is vital for anyone entering or already working in the hospitality sector.

Quality Customer Service

Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industries including tourism, retail and recreation. 'The Hospitality Series' provides a wonderful introduction to hospitality and closely examines some of the important issues that play major roles in the successful operation of the hospitality industry - quality customer service; health, safety and security; and working in a socially diverse environment. This series is vital for anyone entering or already working in the hospitality sector.

Working in Socially Diverse Environments

Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industries including tourism, retail and recreation. 'The Hospitality Series' provides a wonderful introduction to hospitality and closely examines some of the important issues that play major roles in the successful operation of the hospitality industry - quality customer service; health, safety and security; and working in a socially diverse environment. This series is vital for anyone entering or already working in the hospitality sector.

Housekeeping

This program considers the important function of housekeeping within the hospitality industry.

Introduction to the Front Office and Reception

This program of part of The Hospitality Stories Series, introduces the crucial areas of the front office and reception.

Food Safety

Clean, separate, cook, chill — the key processes to keep food safe! With more than 20 years of kitchen experience, Chef Jon shares his extensive knowledge of safe food preparation, food-borne illness, clean-up and storage. This comprehensive video is an essential component of any food-teaching program.

Microwave Ovens

Ever wonder how a microwave oven actually cooks food? The mystery is solved as Chef Jon uses a basic microwave to explain how microwave ovens cook. He also discusses safety and cooking techniques and demonstrates easy recipes that can be made in minutes.

Salads

Chef Jon works his creative magic with healthy, well-presented salads. With more than 20 years of experience, his wisdom comes to life as he demonstrates and discusses salad-making techniques, nutrition information and fun facts. He keys in on green, fajita, horiatiki, tabouli, fruit and pasta salads.

Kitchen and Food Safety

Keep yourself safe in the kitchen! Learn the difference between safe and dangerous safety practices in the kitchen as “DO Stevie” and “DON'T Stevie” prepare food simultaneously. An engaging SILENT, split screen format allows viewers to study right and wrong methods. Topics covered include:

- Hand washing
- Knife safety
- Cross-contamination
- Burns and cuts
- Food storage

Switch on Service

Switch On Service' is aimed at developing and maintaining positive service attitudes in all staff that provide service to internal or external customers, whether it be face to face, on the phone or online. Segment one explores ways to avoid blaming and ways to overcome frustrations. Section two provides strategies for managing pressure, section three helps people to handle complaints and avoid service burnout and section four covers the skills and actions needed for managing difficult customers and their challenges.

10 Essential Reception Skills

Every day visitors make judgements about your organisation by the quality of the reception they receive. Learn the ten essential skills every receptionist needs to deliver a winning welcome. Key Training Points:

- Personal presentation
- Display your name
- Clean and organised work space
- Professional greeting
- Acknowledge multiple visitors
- Respect everybody
- Good communicator
- Willingness to help
- Manage waiting period
- Avoid pet hates

Employability in Travel and Tourism

The travel and tourism industry is a major employer – both in the UK and abroad. There are many career options and pathways available. This film looks at employment and employability within the industry. Drawing on the expertise of five interviewees from different professions and organisations, as well as street interviews, it explores career opportunities in the industry, the human resources function, recruitment and selection, training, appraisals and employee rights and responsibilities. It is an ideal resource for any prospective employee in the travel and tourism industry.

Impacts of Travel and Tourism

The tourism industry impacts heavily on local areas and communities in a number of key ways. Economically, both domestic and international tourism can bring many benefits, although in some cases when you scratch the surface, it can also serve to deprive a local community of economic gain. Tourism also has socio-cultural and environmental impacts, which can be destructive to local areas. This film presents a range of tourism impacts and highlights the importance of awareness of, and sensitivity to, the detrimental effects that poorly managed tourism can have. It also looks at sustainable tourism and strategies to minimise negative impacts. Three interviewees from organisations within the travel and tourism industry that aim to promote sustainable strategies provide some informative and thought-provoking commentary. There are also street interviews. This resource will be of great benefit to students of Travel and Tourism and related areas of study, at the senior secondary and FE level.

Legislation and Regulation in Travel and Tourism

Every industry works within legal and regulatory frameworks. Some are general in nature and affect every sector and workplace; others are designed with the specific nature of different industries in mind. This film examines legislation and regulation in the travel and tourism industry. It features five experts from various travel and tourism-related organisations, including the Civil Aviation Authority, ABTA and the Federation of Tour Operators. Comment is also provided from an academic and legal perspective. Areas covered include regulation, consumer and employment protection, health and safety and disability discrimination. This resource provides learners of tourism and travel related disciplines with an insightful and informative overview of key areas impacted by legislation and regulation.

Technology in Travel and Tourism

As in any industry, technology has made a significant difference to the approach and behaviour of both customers and providers of travel and tourism products and services. This film is aimed at students of Travel and Tourism at FE level, and explores various ways in which technology has changed, and continues to change, this important industry, which is a critical contributor to the UK economy. It explores the role of technology, impacts of technology, customers and information, and finishes with a case study of Lo-Q, a UK company involved in developing technological systems that aim to minimise queuing in theme parks. For students of Travel and Tourism at senior secondary and FE levels, this resource provides an excellent overview of some of the more important ways in which technology has transformed an industry.

Travel and Tourism Business Environments

Many factors make up the environment in which businesses and industry operate. This film explores a range of these factors applying to the travel and tourism industry. A range of interviewees from business, industry peak bodies and universities provide a comprehensive and informative overview of the types of business ownership, business functions, external pressures and industry reports, business opportunities and growth, and planning. Street interviews are also featured. It is an ideal learning resource for students of tourism and travel at the senior secondary and FE level.

All About Food Additives

Most foods that we purchase for every day consumption and those that we eat a little less often contain additives of various descriptions. In fact humans have been using food additives for thousands of years, including salt, spices, colourings and flavourings. They are added for a variety of reasons, including to preserve, enhance flavour and boost nutritional value. The food additive industry turns over billions of dollars every year globally. This film looks at food additives, including

colours, flavours, emulsifiers, gelling agents and stabilizers, preservatives and antioxidants, and processing aids. It delves into why different types of additives are used and common examples of each type. It features an interview with food scientist, Leif Lundin, who explains a range of information and ideas about the various aspects of food additives covered in this program. Using a range of footage and clear, concise narration, this film is an outstanding resource for senior learners at secondary level, and further education. It is a valuable production for anyone undertaking food and food technology related courses, as well as hospitality.

All About Nutrients

Our body does not function efficiently without the correct amounts of specific nutrients. Diet related diseases result from excessive quantities of some foods and their associated nutrients. Insufficient quantities of certain nutrients can also cause health related illness. This program explores the function of nutrients, the reason why we need to eat a balanced nutritional food intake and what health problems may result if we do not eat properly.

An Introduction to Hospitality

The hospitality industry is alive and growing worldwide. This program provides a well rounded introduction to the industry ideal those interested in a career tourism or hospitality. Discussing the difference between commercial and non-commercial organisations, areas covered include; what is hospitality; working with people; hospitality establishments; key hospitality departments; and careers in hospitality. Throughout the program we speak to hospitality employees, discussing how they as individuals contribute to the organisation as a whole. This program is an ideal learning resource for people interested in career paths in this vibrant and rewarding industry.

Avoid that Hazard: Equipment Safety in the Kitchen

This program looks at the safe use of tools and equipment in the commercial kitchen.

Breakfast Because!

Explore why breakfast is so important! Engaging and creatively written, this video emphasises the benefits of breakfast for great physical and mental performance. Includes segments on breakfast facts, how body parts come alive from eating breakfast, great breakfast ideas, how to read the nutrition label, and more.

Bringing It to the Boil: Basic Moist Cooking Methods and Food Storage

This instructive program explains the "moist heat" cooking methods such as boiling, blanching, poaching, steaming, stewing and braising, as well as microwave cooking.

Buying and Storing Food Safely

This program outlines food safety, covering topics such as: best buying practices, safe transportation and safe refrigeration/storage methods.

Career Pathways in Retail

Everyday retail plays a part in our lives, whether it is grabbing a bite to eat, shopping for that perfect outfit or working in the industry itself. Retail is so common - it's hard to imagine life without it. This Australian-made, curriculum fit program highlights the large number of jobs available in retail, and the range of skills required, as well as the specialty job options available. We hear from the Head of Programs at the Australian Retailers Association and people who work within the industry. We also highlight the clearly defined pathways available in the industry and the large number of training courses available.

Catering for an Event

Catering for an event or function needs careful planning and execution. This program examines a range of areas relevant to event or function catering.

Characteristics and Properties of Food - Part 1

Main properties of food are explained and also lists food compounds and factors causing changes in food composition.

Characteristics and Properties of Food - Part 2

This program looks at the roles of enzymes, pectin and pigments in the preparation, preservation and presentation of our food.

Cleaning and Sanitation in the Food Industry

Cleanliness and good hygiene in the food industry is of utmost importance. It is essential that areas in which food is prepared, served or manufactured are kept clean at all times. Poor hygiene standards can lead to food poisoning and possible legal action against the organisation. Throughout the program we look at various topics surrounding cleanliness and sanitisation in the food industry - why is cleanliness and sanitation so important, how to clean properly, food service industry cleaning, food manufacturing industry cleaning, storage and OH&S. This program will assist in ensuring not only customer safety, but the also the organisations ultimate success.

Coaching in Hospitality

The longevity of the hospitality industry is dependent on the quality of coaching given to today's trainees and apprentices. Yet many hospitality managers consider coaching a time-consuming and costly exercise. This program uses input from hospitality training experts and loads of real world footage and examples to shine a spotlight on coaching in a hospitality environment, and to explain key factors for effective coaching. We start by outlining the purpose and importance of coaching, followed by preparing for coaching. Next is an in-depth look at on-the-job coaching, followed by the all-important follow-up. We conclude by reinforcing the many benefits of coaching.

Competitive Marketing in Tourism

The marketing and management of a destination is increasingly becoming extremely competitive worldwide. Some destinations are more successful in terms of attracting tourism visitation and expenditure than others. Obviously some destinations are blessed with attractive natural endowments, however given effective management and marketing strategies, a destination lacking in these features may also become competitive in tourism. Adopting a market orientation enables a destination to better meet the needs of the potential tourist and adapt accordingly to the dynamic nature of the tourism industry.

Confessions of an Event Planner

An interview and behind-the-scenes footage with Dena Marie Modica, Director of Sales and Marketing for Solera Restaurant and Event Center, gives the audience insight into the career of an event planner. This program teaches viewers about: The education and training that is helpful to break in to this profession, the salary range for this career, the long-term career outlook for an event planner, the types of event planners that exist, and the 'highs and lows' of the job. Provides a brief tour of an event centre and a party rental facility.

Conflict Resolution: A Winning Approach

Resolving conflict is all about communicating more effectively so that a resolution can meet both person's needs. Conflict resolution involves striving for a "win/win" solution, turning opponents into partners who build a solution together. The light humour and surprises will keep a teenage audience engaged, while repetition of the key skills reinforces the "win/win" approach. Communication skills shown:

- Active Listening (hearing the other person's needs)
- Assertiveness (stating your needs)
- A "win/win" approach
- Designing solutions

Daily Cafe Operations

The program gives an insight into a typical working day in a cafe, including opening and closing procedures and the skills needed.

Dealing with Cultural Differences in Tourism and Hospitality

Today many Australians in the tourism and hospitality industries are trying to achieve "World's Best Practice". Differences and common threads for various cultural groups are summarised particular the four major tourist groups:

- Japanese
- Germans
- Chinese
- Americans

Designing Menus for Healthy Diets

This program looks at the function of food and the nutrients that we require to maintain an adequate balanced diet. We find out how our nutritional requirements vary at different stages of the lifespan, and how we can design menus that will fit in with our lifestyle and reflect a balanced diet in order to meet our needs.

Dietary Supplements: Health or Hype?

Take a walk down the aisle of any supermarket or chemist these days and you are bound to be confronted by shelves full of nutrient supplements, ranging from vitamin A to zinc. But are they

worth the price you pay for them? This information-packed program takes a balanced look at the essential nutrients needed by the body, the type of person who is most likely to take dietary supplements, and what differences - both good and bad - they can make to our everyday life. This program is a fresh look at a modern multi-billion dollar industry, including the rules of product labeling, and the cunning marketing that leverages off well-known sporting celebrities.

Ecotourism: A Case Study

Ecotourism is a massive growth industry. Using Phillip Island Nature Park as a case study, this film explores and illustrates the principles of ecotourism.

Emerging Tourism Markets

Attracting both international and domestic tourist dollars is the key objective for any tourism-related business. In Australia, as in many other countries, the industry has to consistently innovate and find new ways of meeting new markets. In this program we investigate four emerging tourism markets: adventure tourism, ecotourism, indigenous tourism and MICE (meetings, incentives, conferences and exhibitions). Starting with the definition of a number of industry-related terms, this informative program then examines each of these emerging tourism markets and looks at the typical characteristics of tourists likely to seek these experiences. We also explore various ways in which the Australian industry is positioning itself to cater for growing demand in these niche areas. Our presenter takes us to a number of different locations, including the offices of Lonely Planet, and the program features a range of spectacular footage, illustrating the diversity of experiences Australia has to offer. This enthralling program delivers an excellent overview of these four important growth areas in tourism.

Environmental Practices at Work: Hospitality

Environmental sustainability is about designing and implementing practices and processes within a workplace that do not waste or exhaust natural resources or cause ecological damage. It not only minimises an organisation's environmental footprint – there is also potential for significant bottom-line gains. This resource focuses on environmental sustainability in hospitality where the focus in recent decades has been very much about efficient resource use, minimising waste and maximising productivity. Areas covered include identifying resources and environmental issues; compliance with regulations; and improving resource efficiency. Award-winning Melbourne-based Alto Hotel – Australia's first carbon-neutral hotel, presents an excellent case study

Espresso Coffee Service: Preparing and Serving Cafe Style Coffee

This program deals with coffee making techniques for the beginner. It covers espresso machines and their components, coffee types and extraction.

Etiquette, Manners and Rituals With Food

You probably don't realise it, but when you share a meal with your friends, you are involved in a ritual. Sitting around a table somehow brings us closer together, creates a sense of community. We are not only sharing food but also feelings - friendship, love, pride and a sense of belonging. This program looks at etiquette and manners from the formal occasion of a Japanese Tea Ceremony, to a Samoan welcome ceremony, to a Christmas street party. As well, six high school students create their own special occasion.

Exploring Pathways in Hospitality and Tourism

The hospitality and tourism industry is a strong, stable and expanding sector of the Australian workforce, employing more than half a million people. In this program we examine some of the amazing apprenticeships, traineeships and other training qualifications that lead to careers in this dynamic industry. We take a close look at pathways to becoming a travel agent, a chef, a catering manager or an events manager. We examine topics such as examining the skills you need now and the skills you'll gain, the time it takes to gain the necessary skills, the money you'll earn and your rights as an employee in the industry. A comprehensive and engaging look at what to expect and how to excel in training for this brilliant area.

Factors Affecting Global Tourism

Many forces impact on global tourism – some have immediate impact, others longer term; some have a major effect on destination competitiveness and stability, others are not so significant. The global forces taxonomy categorises the factors affecting global tourism into three layers. Each layer creates challenges and opportunities for tourism destinations. This program examines the global forces taxonomy, including the outer layer – geographical, environmental and climatic factors; the middle layer – demographic and socio-cultural factors; and the inner layer – political, economic and technological factors. Expert academic, Prof Brian King from Victoria University, provides a range of informative insights to the dynamics of the tourism industry in an excellent learning resource that is ideal for all students of tourism and related disciplines.

Five Common Food Myths

This program studies five myths about food, regarding sugar, fats, red meat, salt and processed foods.

Five Star Hospitality

In this comprehensive examination of what it takes to provide world class service, we visit SkyCity Darwin – a five star international hotel – and discover valuable lessons from the hotel’s experienced leadership and management team. In it, we learn how five star service starts at the point of first contact, with open body language, active engagement, and effective handling of complaints. We see how empowering staff with responsibility, and celebrating their achievements leads to service excellence. Finally we go behind the scenes into the kitchen to witness how mastery comes from the passionate pursuit of innovation. This is an engaging look at modern workforce issues, including excellence, diversity and inclusive practices.

Food Allergies

Food allergies are a hidden, potentially lethal condition that can turn a healthy snack into a deadly dose. So how do we navigate these dangerous waters? A little knowledge can prevent some big problems. In this excellent program, we examine the difference between a food allergy and a food sensitivity, explore why some schools have peanut-free zones, ask what Celiac disease is, and examine why some people are sensitive to food dyes. Featuring an allergy expert and real people who live with food allergies, this program will help learners understand the steps they can take whether they have an allergy, work with food, or know someone with an allergy.

Food Allergies and Intolerances

What is the difference between food allergy and food intolerance? This Australian-made, curriculum fit program answers this question and more using engaging dramatised scenarios and expert commentary from Dr. Andreas Lopata, Associate Professor of Food Sciences at Royal Melbourne Institute of Technology. We discover that up to 2% of the population have a food allergy and learn how to respond to a food reaction - including when and how to administer an EpiPen. We also learn how to identify food allergies and intolerances and how the food production and hospitality industries are responding to the increasing incidence of food reactions.

Food Planning for Special Occasions

From creation to execution and everything in between, planning and catering for any special occasion involves a number of ingredients. This fast-paced, entertaining program takes viewers behind the scenes at large-scale catering events, as chefs and organisers from Peter Rowland Catering and G'day Chef Catering offer advice on menu planning, kitchen workflows, time management and performing on the day. Food Technology learners in lower and middle secondary will be exposed to a vibrant, hands-on industry, where a passion for food can lead to an exciting career path.

Food Preservation Techniques

Food preservatives are commonly used in many foods we purchase and consume daily. While some food preservation techniques have been practiced for millennia, such as salting, drying and smoking, others have been made possible on a commercial scale by 20th century advancements in technology, such as freezing and pasteurizing. This film takes a look at why foods are preserved and the many advantages we as consumers gain from the ability to store food for long periods of time. It explores causes of food spoilage; the differences between natural and artificial food preservatives; preservation techniques using temperature; and water and oxygen removal. Featuring an interview and demonstrations of preservation techniques, this film is an ideal resource for senior learners at secondary level, and further education. It is a valuable production for anyone undertaking food and food technology related courses, as well as hospitality.

Food Safety and Hygiene

Disease causing bacteria found on the human body and in unhygienic food preparation areas can be easily transmitted to those who consume the food. That's why food safety and hygiene is paramount in the prevention of food-borne illness. This presenter led collection comprehensively covers: cleaning - personal hygiene including a step by step breakdown of how to thoroughly wash hands and when, and cleaning surfaces and equipment to keep food preparation areas safe; systems and procedures for food storage of dry and cold goods; how to avoid food cross-contamination; safe cooking and reheating temperatures; and food chilling techniques and safe cool storage temperatures. Essential viewing for anyone involved in food preparation.

Foods for Special Needs

Food for Special Needs examines food allergies and intolerances, dietary-related diseases and disorders. Cultural and religious beliefs that determine diet are also considered.

Four Star Ecotourism: A Case Study of Aquila Eco Lodges

This program looks at Aquila and ecotourism in the Grampians; building design; power and water; waste management; and managing for sustainability.

Global Cuisine: Indian and Japanese

The colour, richness and diversity of Indian and Japanese cuisine are celebrated in this vibrant program. This documentary style production investigates regional differences within each country, traditional and modern influences on contemporary cuisine and the way in which food is prepared, served and eaten for everyday meals and special occasions. There are interviews with Indian writer, Lakshmi Belekrisnan, Village Indian head chef, Vissnu Kharel, Japanese teacher, Akiko Mahara and owner and chef of Wabi Sabi, Tomoya Kawasaki. Suitable for food technology and culture related studies at the middle secondary level, it provides a fascinating insight into Indian and Japanese cuisine and is a great way to encourage cultural awareness and understanding.

Gluten-Free Foods

This program examines the characteristics and properties of gluten, the causes and symptoms of coeliac disease, the effect of bread ingredients on gluten, and, the challenge of producing and marketing gluten-free products.

Going Organic: The How and Why of Organic Foods

Looks at the organic food industry in Australia: the growing popularity of organic foods, the environmental and health benefits, supplying niche markets, certifying bodies and the process of product development.

Good Enough to Eat - Food Presentation and Service

If food looks good, we are more likely to find out if it tastes good. The way food is styled and presented plays an important part in our perception of the overall appeal of a meal - whether at home or in a restaurant. Discussing the human body's five senses, this program demonstrates how we as humans assess food; addressing the sensory characteristics that people look for in a variety of meals. Through interviews with a chef, a food stylist and a nutritionist, we look at the many ways in which food can be presented; from basic parties through to silver service.

Great Food Presentation 1: More Than Food On a Plate

This program looks at the creative skills and knowledge required to produce great food presentations in 3 different settings: an opulent function venue, a hospital with many ethnic patients, and a busy food training program.

Great Food Presentation 2: A Practical Guide

In this program we see how to imaginatively present soup, sushi, pastry and terrine entree platters, main courses and dessert.

Growth and Niche Markets in Tourism

A range of factors have led to tourism becoming one of the world's fastest growing industries. Tourism experiences have become more diverse in recent decades, in response to changing demands from the market. One area that has seen significant growth is niche markets. This program explores some niche markets, including volunteer tourism, dark tourism, health and medical tourism and gastronomic tourism. Featuring interviews with Prof Brian King from Victoria University, Maree Blackburn and Siobhan Marsh from Lattitude Global Volunteering, seasoned traveller Patrick Wooldridge, Nick Brooks-Sykes from Bath Tourism Plus UK, Charlotte Hannah from Thermae Bath Spa UK, and Leanne De Bortoli and Brett Stanley from De Bortoli Wines in Victoria's Yarra Valley – this program looks at different niche tourism markets from a range of perspectives. It is an engaging and informative resource that is essential viewing for students of tourism and related studies.

HACCP in Action: Food Safety Case Studies

This program analyses and explains HACCP, which identifies specific hazards and measures for their control, ensuring food safety.

Have a Nice Day: Working with Colleagues and Customers in Hospitality and Tourism

This program addresses the core module Working With Colleagues and Customers. It covers Communication in Workplace, Providing Assistance to Customers, Maintaining Personal Presentation Standards and Working as a Team.

If Only I'd: Health, Safety and Security Procedures

The program covers the competencies relating to workplace procedures in health, safety and security and legal requirements including reporting breaches, dressing for safety & dealing with emergency situations.

Impacts on Tourism: Changes and Trends

Like all industries, tourism is subject to changes and trends brought about by a range of diverse factors. As increasing numbers of people worldwide become more affluent and make decisions about spending discretionary income on travel and tourism, various trends emerge and changes occur. In this interview based program we explore these socioeconomic trends, improvements in technology, security issues, low cost airlines, external pressures and the way the tourism industry responds to them. This program is an excellent resource for all students of travel and tourism.

Implementing a Food Safety Program: HACCP in the Workplace

Food safety is an integral and vital part of any hospitality or food technology subject. This program focuses on a large food service workplace and follows their food safety practices from the start to the end of the day. Interspersed with the visual footage are practical examples of employees following good hygiene practices, checking foods, cleaning, recording information and corrective action. Key elements of a comprehensive food safety program such as reasons for a food safety program, getting ready for work, food preparation, serving food cleaning up are all examined. The program is a comprehensive study of the processes, safety issues and control measures relating to food safety associated with the food service industry.

Influences on Food Choice

The program begins by reviewing the historical development of food patterns, then looks briefly at the composition of the diet today, and examines 13 influences on food choice.

Introducing Food Additives

This program describes the range of additives used to enhance flavours, textures & colouration, considers nutritional aspects, food regulations & labelling.

Investigating Food Preservation

This program uses graphics and expertly-shot footage to illustrate leading food preservation methods.

It's a Blast! - Chilling and Freezing in Food Production

This program looks at technologies used to blast chill and blast freeze food, and its regeneration in a controlled cooking climate oven.

It's a Waiter's Life

This program looks at what it takes to be a professional waiter, what employers expect, and what the clients expect.

Laundry Blues

There's been a robbery and it wasn't the service staff who did it. Follow our sleuths as they try to figure out who stole the necklace and why the laundry room is the centre of the mystery. Students will learn the do's and don'ts of washing clothes and have fun deducing the answers.

Leading the Pack: Innovations in Food Packaging

This program looks at 10 innovative food packaging products. It defines terminology such as "aseptic", "active", "environmental" and "modified atmosphere".

Looks Good Enough to Eat

This program examines the techniques used to present food in its best light and focuses on the relationships between colour, texture and taste.

Managing Conflict in Hospitality

Dissatisfied customers, miscommunication between staff, alcohol affected patrons, personality clashes: conflict is a daily part of working in hospitality. This is why it is so important that we all have finely tuned conflict management skills. This program will equip hospitality workers with the skills and knowledge they need to handle all forms of conflict with openness, honesty and empathy. We find out how to identify potential causes of conflict and act before the situation escalates. We also

discover situational techniques to resolve conflict and learn the importance of follow-up such as incident reports and action plans.

Manual Handling in the Food Industry

This program combines interviews with OH&S practitioners and footage of applied manual handling including hazard identification, risk assessment and risk control.

Math in the Kitchen: Do You Measure Up?

Is baking basic chemistry? Are ingredients basic biology? And is cooking basic math? If you can't tell a tsp from a Tbsp, you're likely to get a pancake when you wanted a soufflé. Basic math skills are needed to help you properly prepare a recipe your guests will enjoy, to convert your favourite recipe's serving size, or to determine the best value when comparison shopping at the grocery store. Join Matt the Mathematical Cook, a fun and lively host who will multiply, divide, measure and whip up a few recipes in the process in Math in the Kitchen: Do You Measure Up? Divided into 4 chapters for easy viewing with options to view standard or metric measurements, the program includes:

- Overview – how to read a recipe
- Measuring and Equivalents – shows how to measure and common equivalents
- Conversions – allows students to practice increasing and decreasing recipes
- Cost Comparisons – students use price and size to determine what is the best buy

Maximum Return, Minimum Footprint: An Ecotourism Case Study

Ecotourism is a relatively new term used to describe tourism related activities which are managed within a sustainable manner and incorporates the elements of education and interpretation of the natural environment. Many definitions of ecotourism exist, which subsequently may result in confusion concerned with its implementation. The World Tourism Organisation (WTO) provides the industry with guidelines as to what constitutes ecotourism related activities in an attempt to minimise confusion relating to the concept. Many benefits for industry participants arise through accreditation with an eco certification program. Local community participation is vital to successful planning, management and implementation of ecotourism.

Menu Planning - Toddlers, Pregnancy, the Elderly

This informative program explains the nutrients our bodies require for optimum health and how these requirements change throughout our lives. It reviews the stages of our life cycle, the basic nutritional needs at each stage, and encourages thoughtful and well informed meal planning for

three important life stages: toddlers, pregnancy and the elderly. The content is presented in a clear manner with lots of real-life examples and practical tips from experts in the field. With this information, viewers will understand the nutritional needs and therefore dietary requirements needed, and the effects that deficiencies can have on our health.

Multicultural Foods

This program examines five popular foods found in most Australian cities: Chinese, Greek, Italian, French and Indian. At selected restaurants in two cities, we see how several traditional main course meals are prepared.

Multicultural Foods 2

This program looks at German, Lebanese, Japanese, Indonesian, and Thai food.

New Foods: Changes and Advances in Technology

The choice of foods available to consumers has never been greater with constant development of new and different foods and food products. But what are new foods and why are they developed? Advances in food technology and constant change in consumer and industry demand drive the development of new products in the food industry. New food materials and technologies such as micro encapsulation, gene technology, plant breeding, the emergence of functional and novel foods, and the invention of food based packaging are all investigated. A bright insight into the changing landscape of the food industry.

Nutrients: The Basics

The program looks at the basic nutrients needed by our bodies to stay alive and reproduce: carbohydrates, fats, proteins, vitamins, minerals and water.

Nutrients: Their Interactions

This program studies the work that occurs when nutrients interact with each other for the production of energy, growth and repair.

Preparing and Serving Non-Alcoholic Beverages

The program shows how to prepare and present the drinks expertly and efficiently. It also covers equipment handling, maintenance and safety.

Preparing Sandwiches, Appetisers and Salads

Having the skills and knowledge required to prepare and present appetisers, sandwiches and salads is crucial to successful operation of any commercial kitchen or catering business. This program takes you through the steps involved in making, preparing, and presenting these ever-evolving dishes while discussing useful tips that will enhance the quality of your food preparation. Along the way we apply kitchen hygiene and safety, time management, how to minimise waste, and the historical development of the foods being prepared, while highlighting the best methods for storing both fresh and pre-prepared produce.

Reading Food Labels

From 2003, regulations drawn up by Australia New Zealand Food Authority (ANZFA) governing food labels came into force. This program looks at the improvements to current labels.

Responsible Tourism

This film explores a range of areas relating to responsible tourism including sustainability, green tourism and 'greenwash', and environmental and economic impacts. A range of experts provide different views and perspectives on responsible tourism, including Trisha Barnett from Tourism Concern, Justin Francis from responsibletravel.com, Sean Tipton from ABTA and Andrew Cooper from the Federation of Tour Operators.

Rotorua: A Case Study in Sustainable Tourism

Tourism is an important industry to many nations worldwide. New Zealand is no exception. Rotorua on New Zealand's north island is the birthplace of tourism in that country, having hosted visitors to the city and surrounding area since the early 19th century. Geothermal features, Maori culture, the spa/health and wellbeing industry and the region's spectacular lakes and forests are the attractions that draw around four million visitors a year to Rotorua. But is the industry sustainable economically, socially and environmentally? A range of strategies and management practices are focused on this very question. This program examines the Rotorua tourism industry and its economic, social and environmental impacts, and looks at what is being done, and what needs to be done, to ensure the industry remains sustainable for the long term.

Safety in Food Handling

This program looks at practical steps to keep food safe from contaminants which often cause serious illness.

Safety in the Commercial Kitchen

Commercial kitchens must adhere to strict workplace health and safety procedures to prevent harm, illness and accidents occurring to both staff and clientele. This program outlines the basic workplace health and safety guidelines for the average commercial kitchen including, personal safety, working with heat, electricity, gas and dangerous equipment, and food hygiene.

Serving Alcohol Responsibly

Anyone serving alcohol to customers must do so responsibly. This includes owners and licensees of premises, bar and drinks staff and security and other staff who might make judgments about patron behaviour. Alcohol affects people differently and it's important to recognise when someone is, or isn't becoming alcohol-affected to the point where no more should be served. Even more critical is the ability to deal with a situation effectively and appropriately without disturbing other patrons. This video covers the skills required to ensure the responsible service of alcohol and includes interviews with hotel and live music venue owner Greg Dodds and wine bar operators Mark and Meredith Telfer. It is an ideal resource for learners in Hospitality and related courses.

Spick and Span

This program explores cleaning in the tourism and hospitality industries examining: the importance of cleaning, different cleaning tasks, chemicals used for cleaning, and health and safety issues.

Spoiled Rotten: Food Safety Investigation

This is a case of food safety murder! Two teen 'investigators' happen on the scene of a terrible food safety crime and must discover what went wrong to make the victims so ill. Presented in a fast-paced, informative, teen-friendly format, this program on food safety highlights the basics of food-borne illness and how to handle food properly. The guidelines to clean, separate, cook, and chill are covered by the team of teen food-safety 'experts'.

Sweet Stuff: Working in the Pastry and Sweet-Making Industries

This is both an information-rich program and a realistic look at the workplaces, people and expectations of a career in the pastry and sweet making industry.

Teamwork in Hospitality

Hospitality is a service offered the world over. Sometimes the service you receive is good, other times it is bad. There are many reasons why the quality of service you receive can vary, however it usually comes down to one thing - teamwork. Hospitality isn't a solo act; it takes a team of individuals working towards one shared goal in order to produce excellence. Throughout this program we discuss front and back of house team structures, teamwork in general, roles and responsibilities of team members, communication, and customer feedback. A brilliant introduction to the teamwork aspect that applies to every tourism and hospitality organisation.

The Australian Tourism Industry: An Overview

Tourism contributes 3.9% of gross domestic product (GDP) of the Australian economy with almost \$81 billion in consumption by tourists per annum (\$21 billion by international tourists and \$60 billion by domestic tourists). Therefore the value of the Australian tourism industry is significant and one that the government values greatly. The majority of Australia's international visitors originate from close by New Zealand, the United Kingdom, Japan and the United States of America. Destinations visited in Australia are inclined to be those located close to an international airport. A challenge for regional tourist destinations is to lure tourists from these arrival points into regional areas. Developing visitor profiles of tourists assists with marketing activities in the hope of increasing overall visitation and thus tourism expenditure.

The Cooking Process - How Food Changes

Food is a vital component of life for every human being. People from every country of the globe use different combinations of herbs, spices and cookery methods to produce delicious food. This program looks at the changing characteristics of food during the cookery process. We also investigate how the addition or substitution of an ingredient or an alternative cookery method can make a dish unique and exciting, and typical of a certain country or region. As a cook, we need to be aware of how and why food changes and it is only then that we can become true Masterchefs in our own kitchens.

The Knives are Out - Using Kitchen Knives Correctly

This information-rich program provides an overview of the use of knives in a commercial kitchen.

The Resort Office

The resort office is the hub of any resort. It is where hotel reservations are processed, rooming lists issued and transfers arranged. It is the focal point for hoteliers and other suppliers, such as excursion providers and venue owners – and of course, the working base for resort representatives. This film takes a look inside the resort office. Featuring a presenter and extensive interview grabs from Pete Constanti, CEO of Group Destination Management for one of Britain’s premier travel and tourism companies, Thomas Cook, it covers the role of the resort office, the rooming list, excursions and complaints and emergencies. Students of travel and tourism will find the insights offered by this programme fascinating – it is an ideal resource for anyone studying or training for a career in this growing industry.

The Resort Representative

The importance of resort representatives in the tourism industry cannot be overstated. They are the individuals who deal at the front line with customers, attending to a range of needs, ensuring their holiday runs smoothly and that their experience is enjoyable and memorable for all the right reasons. Their roles and responsibilities cover wide-ranging areas and they are critical to maximizing the likelihood of a high-quality experience for customers of tourism and travel companies. This film takes an in-depth look at the resort representative, covering their roles and responsibilities, the welcome meeting, selling and documentation, and problem situations. For any tourism student wanting to explore the various aspects of the role of a resort representative, this film is essential viewing.

The Table Manner Murders

Stephanie is throwing a dinner party for eight of her high school classmates. What starts out as a fun evening turns into a terrible case of manner murders! Presented in a detective/mystery format, this fast-paced, interactive video will have your students laughing and learning as they try to name all the manner infractions that occur. After a five-minute break for discussion, students will see a second try at the dinner party and witness proper manners in use.

The World on Your Plate Mate: Multicultural Influences on the Australian Diet

This program will take students on a cultural voyage around the world. The program explores cultures ranging from African to Middle Eastern. It looks at a range of ingredients and food from different cultures within Australia. Students will gain an appreciation and understanding of how the Australian eating pattern has evolved over the years from the influences of different countries.

Tourism, Planning and Development: A Case Study in Sustainability

The development of tourism can have massive environmental, social and economic impacts. To be successful and sustainable, extensive planning is needed. In this program we examine the careful co-operation and co-ordination between both the public and private sectors, and the involvement of the local community, which is required to achieve a successful and enduring development. An engrossing, well-illustrated and current examination of the issues vital to this powerful industry, this program builds on the knowledge students will have gained in the program 'Where the Bloody Hell Are You? - An Introduction to Tourism'.

Turning Up the Heat! Basic Dry Cooking Methods

This program demonstrates dry heat cooking methods including: Baking, Roasting, Grilling, Dry Frying, Shallow Frying, Stir Frying and Deep Frying. Safety issues are also considered.

Understanding FSANZ

Imagine a world with no food regulations that protected the public from harmful foods and ingredients - products high in harmful chemicals; no use by dates; inadequate packaging - it would be catastrophic. In Australia and New Zealand, the organisation responsible for this is Food Standards Australia New Zealand - or FSANZ. The independent government organisation as we know it today came into existence in 2001. This program looks at the nature and structure of the organisation; its goals; its interaction with the food industry; the development of food standards; and the relationship between FSANZ and other authorities. Various perspectives on the vital and complex work of FSANZ are offered by the organisation's communications manager, Lydia Buchtmann, also Brendan Gillespie the Operations Manager of pasta manufacturing company, Ubaldi Foods, and Moreland City Council's environmental health officer, Vicky Lambropoulos.

Upselling Product and Service in Tourism and Hospitality

The total tourism and hospitality experience consists of both products and services. Products are considered more tangible whilst services are intangible in nature. Recognition and an understanding

must be developed of the key differences existing between a product and service before they may be marketed more effectively. The marketing concept implies an organisation aims all of its efforts at simultaneously satisfying its customers and achieving its own corporate goals. Up-selling is a marketing tool used in an attempt to have the consumer purchase more expensive items, upgrades, or other add-ons in an attempt to make a more profitable sale. Training employees to up-sell during the selling process may lead to increased consumer satisfaction through value adding as well as increased profits for the organisation.

Using Bush Foods

In this program, we visit Robins Foods and see the foods being grown and packed. We examine the variety of foods, the nutrient content, the work involved, methods of cooking, the markets, and the future.

Using Microbes in Food

Microbes are important to us in everyday life for lots of reasons. One of the main areas in which we benefit from their existence and behaviour is in food. Foods such as vinegar, olives, yoghurt and processed meats all rely on the action of microbes to make them palatable, nutritious and suitable for human needs. This program examines the positive use of microbes in foods using four main examples to illustrate their function in the food manufacturing process - they are bread, beer, cheese and salami. But their usefulness does not stop with manufacturing - some microbes are critical to the nourishment of the human body.

Vegetable: Cooking Techniques

Vegetables, while often seen as accompaniments or side-dishes, are very versatile and flavoursome for the knowledgeable chef. This appealing, practical program is led by an experienced industry chef, who demonstrates cooking techniques for a variety of vegetables. Hospitality audiences will learn how to braise, roast, steam, grill, flame grill, and stir fry. How to select and use knives and cooking equipment provides the finishing touches on a highly creative area of culinary expertise.

Where the Bloody Hell Are You?: An Introduction to Tourism in Australia

Introduces the key planning and management issues necessary for sustainable and balanced tourist development.

Which Fork Do I Use?

Four students seek the advice of a manners expert as they prepare for a formal event. Which Fork's reality-TV vibe uses real-life questions to help the students learn and practice formal etiquette.

Working Front of House

This program interviews a number of people who work in the hospitality industry dealing with the public: receptionist, porter, duty manager, and restaurant/bar staff. Each section illustrates and describes the skills necessary for each job and the tasks commonly expected to be carried out. As the Public Face of the tourism industry these people have the responsibility of providing the best possible service they can for their paying clients.

Working In a Socially Diverse Environment

This program explores the cultural awareness required by those working in Tourism and Hospitality. It is based on the Hospitality Training Package Unit.