

The Psynergy Network is a collaboration between Psynergy Consulting Group, Space Network Consulting Group, STM (Speak To Me) and Working Holiday Center Korea. Bringing together a wealth of experience in Hospitality Frontline Recruitment, Hospitality & English Speaking Training, and International Working Holiday Visa Placement our business objective is to be the top provider of working holiday visa staffing to the Australian hotel and resort market.

In a nutshell, we want to be the business that you entrust and turn to for all your staffing and recruitment needs for the short and long-term utilizing working holiday visa holders.

**INDEPTH UNDERSTANDING OF THE HOSPITALITY MARKET**

Over the past few years there has been an influx of working holiday visa’s to Australia deriving from many destinations; more recently though, interest in visiting Australia as a working holiday visa holder has increased dramatically from areas in South East Asia such as Korea, Taiwan and Japan. The approximate figures show an increase of approximately 13% of working holiday visa holders from 2010 to 2011.

The majority of working holiday visa workers deriving from Korea, Taiwan and Japan primarily seek employment in labor hire, farm work, and hospitality and restaurant industry related roles.

Specifically in terms of hotel and resort employment, there has been an increase need from a HR and departmental perspective for a higher level of commitment and tenure, direct job skills and higher standards of English communication.

From our ongoing relationships with a number of reputable hotel & resorts, feedback from Human Resources, Executive Housekeepers, Food and Beverage Managers and Executive Chefs all indicate a growing expectation on working holiday visa candidates being considered for employment to be more committed in their roles in terms of tenure, to have stronger English speaking communication skills, broader culture awareness, and to have superior related job skills or direct previous experience.

At Psynergy we address and cater to these changing expectations, by providing you with more highly qualified candidates with stronger English speaking skills, cultural awareness and understanding, and direct or related job skills, to meet your hotel/resorts frontline recruitment needs.

**TYPES OF FRONTLINE POSITIONS WE RECRUIT FOR**

Psynergy primarily recruits for the frontline hospitality space in a number of departments including:

* **Housekeeping** –Room Attendants, Public Area Attendants, Houseman, Night Cleaners
* **Restaurants, Bar and Banquets** – Food and Beverage Attendants, Bar Attendants, Banquet Attendants
* **The Kitchen** – Cooks & Commis Chefs, Kitchen Hands, Kitchen Stewards

Our main focus is to provide you with the right candidates, with the right attitude and skills, to deliver quality results to you, our client. We understand that the candidates who come under your employment need to reflect your business principles and values along with upholding a quality standard of service, as they are the face of your business.

**NO COST RECRUITMENT: HOW DOES IT WORK!**

As a Psynergy client there are no costs attached to our service. All our candidates come through our business abroad, and view their employment opportunities as part of an overall service we provide which includes – English Speaking Training, Hospitality Training, and Job Placement within a Hotel & Resort.

We facilitate as much of your recruitment process as you need. We:

* Source suitable candidates to meet your recruitment vacancies and put them in front of you.
* Set up interview scheduling.
* Organize all appropriate paperwork including overseas reference checks, passport, visas, TFN’s and bank account details.
* Communicate induction material and employee policies/codes of conduct/grooming and presentation etc.
* Book flights and transportation for relocation
* Assist candidates with finding suitable accommodation in the case where it is not provided by the hotel/resort.
* Organize and communicate the candidate’s first day schedule with the appropriate departmental managers.

**THE BENEFITS OF UTILIZING PSYNERGY**

At Psynergy we want to work as a direct partner to your recruitment process, utilizing our service we present a convenient solution, which can save you time and money - which can be better utilized in other facets of your department or business.

As we all know the interview, selection and recruitment process is both costly and time consuming; in addition to the costs associated with staff turnover. Our focus is to find you suitable candidates for employment, based on your criteria and ensure that they stay for as close as possible to the full tenure of 6 months.

Furthermore, at any point in time, our business usually has 30 to 40 potential candidates on hand so the likelihood of finding a suitable candidate is extremely high.

**I HAVE IMMEDIATE RECRUITMENT NEEDS NOW – WHAT DO I DO?**

So you need staff immediately! Contact Psynergy either by phone or email and provide us with the following information:

* **Position Vacancy Type**
* **Term of Employment – Full Time, Part Time, Casual**
* **General Pay Rates**
* **Selection Criteria**
* **Expected Start Date**

From the information you provide, we will match and present suitable candidates to you who are interested in the role, meet the selection criteria and can start within the specified time frame.

**RELATIONSHIPS, RELATIONSHIPS, RELATIONSHIPS!**

Our long-term business strategy is to develop and maintain strong business relationships with your hotel/resort and its people!

From time to time we will contact you to gather feedback on how each candidate is progressing in their role. Should there be issues with any candidates we are more than happy to step in and assist by speaking and or contacting the candidate employee in question and communicating where necessary.

We are always looking to evolve and welcome any feedback that you may have, so that we can meet your needs better over time. Your business is our business!

I look forward to working with you in the future. Should you have any further questions please feel free to contact me.

Warm Regards,

**Rodney C Fung**

**GM**

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