



Name: Melissa

Age: 22

Qualification: Certificate III Hospitality

Employer: Citi

Completed Citi New Recruits Phase II

Melissa participated in the Citi New Recruits program in 2014. Having no experience in the business industry she attributed a “lack of skills” to her difficulty in securing a traineeship. “I had a casual job at a retail shop,” she says “I was finding it difficult to find a full time job in the admin industry”. Before the pre-employment program Melissa was living at home with her parents and said she had a “lack of motivation”.

Melissa completed her work experience component of the Citi New Recruits program at Citi which lead to an offer of a Traineeship, Certificate III Hospitality. Although the qualification was not what Melissa had initially hoped for, she was forward thinking about the opportunities that may arise from this. “It wasn’t what I was hoping for but I thought any qualification would be great, and it’s a start”, she wasn’t wrong.

Since completing her traineeship, Melissa says she has gained more self-confidence and has taken on more responsibilities. “Even though I was studying Food and beverage I got offered the receptionist role” she recalls. Some of her achievements include taking on site manager duties, cross training around the department of executive services, payroll duties and training new employees.

Melissa remembers as a 19 year old having to make adjustments to her lifestyle. “I had to quickly balance my life. I’m based at a site full of executive directors, I work on the same floor as the CEO. I was super nervous that I didn’t have any experience and I had to deal with VIP’s.”

The traineeship has had many positive outcomes for Melissa. “It’s been life changing” she says, “I definitely feel secure. This Traineeship has opened up a lot more doors. I’ve gained more confidence and I think can do anything I put my mind to.”

Melissa maintains a positive outlook and reflects upon her favourite quote, “In the middle of every difficulty lies opportunity” – Albert Einstein.

**For further information please contact:
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