

អង្គការស្លាបព្រា កម្ពុជា



SPOONS Cambodia Organization

# Annual Report 2022

providing service through service



## ► MESSAGE FROM OUR DIRECTOR

Dear SPOONS Cambodia (EGBOK formerly) Supporters,

The COVID-19 pandemic seriously hit Cambodia and the world in 2020, and 2022 was really the year of new beginnings; many transitions for us and major forward steps.

Earlier in the year we learnt how to do fundraising at SPOONS Cambodia and run SPOONS Café enterprise under a 100% Cambodian leadership and team, which was very exciting and challenging as well for young entrepreneurs like us. 2022 was the second year for SPOONS Cambodia to fight to survive after transitioning to a local organization, but with the support of former board members of EGBOK mission and current board members of SPOONS Cambodia, we could continue the mission to bring best value to young people who need us the most.

We saw 50 students graduate from our Training and Internship Program as well as the Barista Course in August and secure jobs within the first month of graduating. We were excited to welcome 36 new students in November. Over the year, we also engaged with our alumni to upgrade their skills in offering them various courses such as English for work, computer literacy, professional skills development and a sustainable development in tourism program. Our aim is to groom them to be future leaders in the hospitality industry.

On behalf of all SPOONS team and students, I would like to pay our gratitude and respect to all of you for your support and for your faith in our program since the beginning. We also and always appreciate each and every donation and thank you from the bottom of our hearts.



Sophany MAO  
on behalf of the SPOONS  
Team and Students



## ▶ MEET OUR TEAM



**MAO Sophany - Director**

**DOM Sombo - Program Manager**

**LOEURNG Chandy - Fundraising and Marketing Manager**

**HUY Bunt - Accounting and Admin Supervisor**

**RITH Teav - Social Work Supervisor**

**KOES Doeurn - Social Work Assistant**

**LENG Bunna - Head Chef & Culinary Trainer**

**SOK Kuntheary - Sous Chef and Culinary Trainer**

**CHETH Chiy - Administrator Assistant**

**CHHAN Vithuon - English Teacher**

**YE Chivorn - Restaurant Supervisor**

**LEANG Sinuon - Housekeeping Trainer**

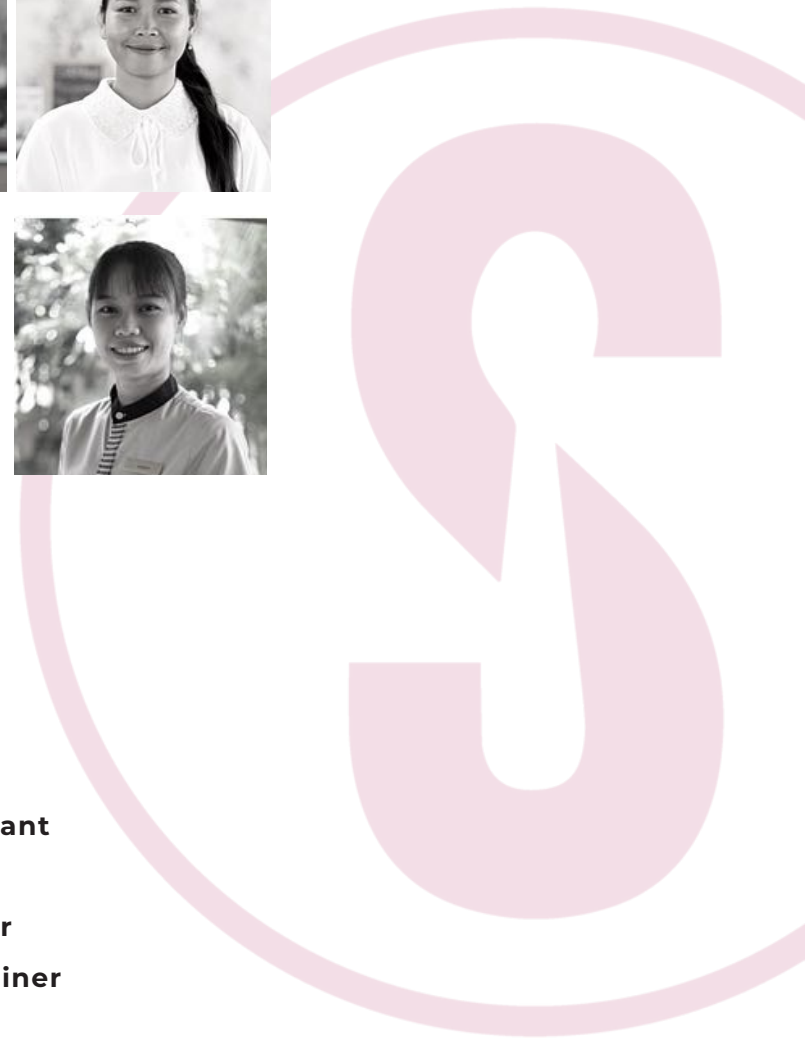
**KHAN Narong - Cook Assistant**

**KHAT Cha - Restaurant Server**

**ANG Tongoul - Restaurant Server**

**CHAMROEN Phan - Cook Assistant**

**NEOM Tai - Gardener**





## ► MEET BOARD OF DIRECTORS

### ► OUR BOARD OF DIRECTORS:

**Mr. CHAN Pheakdey**

**Ms. HAESSIG Carmen**

**Mr. BEKAERT Tommy**

**Mr. MORK Mengly**

**Mr. HAS Piseth**

**Ms. HO Patti**

**Mrs. SIEN Konnita**





## ▶ ABOUT US

### ▶ OUR VISION:

We envision a future where our students will have equal opportunities, gain independence, and are able to shape their own life.

### ▶ OUR MISSION:

SPOONS Cambodia Organization enables underprivileged Cambodian young adults to be self-supporting by utilizing a comprehensive approach with an emphasis on life skills development and providing education, training, and employment opportunities in the hospitality industry.

### ▶ OUR VALUES:



#### **Team Spirit & Motivation**

Stay strong and learn and grow together to achieve the organization's goals



#### **Collaboration**

Among students, team members, and partners where ideas are listened to and valued.



#### **Accountability & Transparency**

Always responsible and honest in our actions, behaviors, decisions, communication and reporting



#### **Respect**

For the Cambodian culture, the locals, the environment, our guests, our students and our team members including respect for all religions and sexual orientations.



## TRAINING

We recruit disadvantaged young adults to attend our 12 months free Hospitality Development Program (HDP) either in Culinary skills or Food & Beverage Service and Housekeeping skills.



## ALUMNI SUPPORT

We support our alumni by providing them with a three-month program including English for hospitality, personal growth and development, as well as interview preparation and training.



## SOCIAL ENTERPRISE



We are running SPOONS Café & Restaurant as a social enterprise where students can further their education by applying their knowledge in a real-life setting. The establishment's profits are recirculated back to support SPOONS Cambodia Organization.



Students will be given the choice to concentrate in one of two areas:

### Housekeeping and Food & Beverage Service



### Culinary





## ► STRATEGIC GOALS



### **Financial Sustainability & Stability:**

To continue covering the costs of the program, it is vital to maintain sustainable revenue from reliable and consistent sources for the long term



### **Holistic Approach to Student Development with a Greater Focus on Women's Programming:**

Ensure the students' success in both their professional careers and personal lives



### **Enhance Learning Environment:**

Robust, contextualized curriculum delivered with student centric instruction to improve the student learning retention by addressing their learning challenges



### **Engaged and Active Alumni:**

Provide resources for professional growth while encouraging them to actively promote and give back to SPOONS



### **In Service of Youth with the Least Opportunity:**

As Cambodia is lifting itself out of poverty through economic progress, ensuring that SPOONS continue to reach out to those struggling with poverty and to those who have limited support through other channels.



### **Professionally managed organization with committed team and supporters:**

Restructure our working standard and policy to a more effective result and work-life balance



### **Self-Sustaining Training Café as a Social Enterprise:**

Recirculate profits from SPOONS Cafe and Restaurant back into the operations of the organization

### REACH MAXIMUM 50 SCHOLARS IN HOSPITALITY DEVELOPMENT PROGRAM (HDP)

- Increase number of scholars from 10 to 50 students by 2025.
- Enrich disadvantage youth by enrolling them in our HDP program.
- The program is a 12- month residential intensive vocational program for 20 students (new intake 2022-2023), which includes: English language training, IT and computer, in addition to Hospitality theory, methods, and professional skills concentrated on the following areas:
  - Housekeeping and Food & Beverage
  - Cooking.
- We expected to have 30 students in 2023-2024
- Increase the number of students to 50 in 2024 to 2025

### DEVELOP FINANCIAL SUSTAINABILITY

#### Intake 2022-2023

- 20 students, (50% female)
- 100% cost funded by grants

#### Intake 2023-2024

- 30 students (50% female)
- 70% cost funded by grants
- 30% by SPOONS Café revenue

#### Intake 2024-2025

- 50 students (50% female)
- 50% cost funded by grants
- 30% by Spoons Café Revenue
- 20% by local product sales revenue

#### Activities

- Work with Tour Companies
- Collect community products to sell at SPOONS Café merchandise shop
- Develop barista training to offer to small coffee shop entrepreneur projects
- Implement Cooking Classes
- Promote Training space for NGOs and associations.

### ALUMNI SUPPORT

#### Existing Programs

- Soft Skills Reinforcement
- 50 alumni
- Service Excellence
- Personal Leadership

#### Coaching Program

- 30 alumni

#### New Programs Launch

- The Ready for Business themes
- Getting started with Entrepreneurship
- Dealing with marketing and sales
- Managing your business
- Focusing on finances
- Preparing for the future

## STUDENT STORIES

**Sreyvin** is a young passionate teenager from Kandal province. While she was studying at primary school, her father got chronically sick, and her mother had to move to work in Phnom Penh city but never return since. After deciding to drop out of school in grade 6 and work as a maid in Phnom Penh, she always sends half of her salary back home to support her sick father every month. Before the pandemic, she was interested in a Chinese bakery shop, so she asked them for work as she loves cooking; however, because of Covid-19, the shop was closed, and she unhappily returned to work as a maid again. Fortunately, one day a teacher of hers, who also works in an NGO in the village where she lives, contacted Spoons Cambodia to seek an opportunity for her to join a vocational training school. Finally, she was selected as a trainee, and she is extremely thankful to have joined SPOONS Cambodia.



**OUK Sreyvin**  
Culinary student (2021-2022)



**Life after graduation:** Sreyvin is a passionate and hard-working student among the other 4 culinary students. She has a little problem at first when starting class due to her mental health; however, she impressed all the judges with her cooking skills and foods at her final exam and made her trainer (our head chef) very proud of her. She completed her internship successfully at Malis and Khéma in Siem Reap and is now working at The Vie Phnom Penh earning 270\$ per month.



**Bunchhoeurn** is originally from Siem Reap province, he has four siblings, and he is the third child in the family. Bunchhoeurn's mother is a disabled person, so she cannot support him while his father is a barber in a small bamboo barbershop in front of his house. Because of Covid-19, he cannot find any jobs to do so he decided to work in a rice field as a farmer in Bantey Meanchey province and also as a lumberjack. It means that if someone needs to buy trees, wood, or flowers, he can go to find them in the forest and cut down or dig them and sell them in the market. However, he was grateful to be selected and study at SPOONS Cambodia and hopes for a better life.



**CHO Bunchhoeur**  
Housekeeping and F&B student  
(2021-2022)

**Life after graduation:** Bunchhoeur is a very reliable student, he has been so helpful and attentive at the learning center. After finishing class, he and other male students have been helping to keep our campus clean and tidy by taking care of the garden and plants around the building. At the same time, he was confident in serving guests even when he was a bit nervous. He always tried his best to serve our guests and leave them with good impressions after dining at SPOONS Cafe and Restaurant. After completing his internship at Templantation Angkor as a housekeeper, he is now employed as a full-time server at Cambodia Catering Company in Siem Reap with the monthly salary of 150\$.

## ▶ 2022 ACTIVITIES & IMPACT



- SPOONS cafe and Restaurant is back in operation and business after the lockdown and transition
- SPOONS Café and Restaurant is able to **break even** this year
- Launch of Environmental Awareness & Self-Sufficient Practices: farm-to-table (homegrown produce)
- Responsibility Curriculum Implementation of Competency Standards for Tourism Professionals
- 73 trainees has joined the CBET upgrade skills training
- Launch of Give Back Program
- Joined the Khmer Enterprise as a women-lead social enterprise in Cambodia



- Recognition Certification Ministry of Tourism (MOT) for Using Hospitality for Kampuchea (HOKA) training
- Hosting CHINA food training, ILO China
- Member of Cambodia Chamber of Commerce (Siem Reap-Oddor Meanchey)
- Member Siem Reap Tourism Club
- Actively member Mekong Destination
- TDSO, English program for Alumni
- Graduating Class of 2022:
  - 50 students
  - 18-25 years old
  - 92% women
  - From 7 different provinces
  - From 13 different partner sites
- Average starting salary for graduates without service charges & tips is \$120

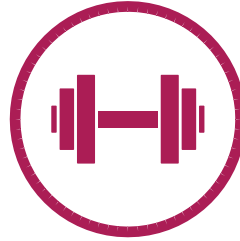


- Our Alumni:
  - 430 alumni
  - 56% women
- 50 students graduated in September
- 16 students joined Barista training October 2022- December 2022
- 20 TIP students started class in November 2022
- 30 Alumni joined support program in 2022
- Create Alumni support 2023 class for 25 students: English language, Life skills, etc.
- Lead 4 Dutch volunteers' program October 22 to Mid January 23
- The average salary for all alumni without service charges & tips is \$136 and including the service charge and tips \$275 (this is compared with Cambodia's average national monthly income of \$89)

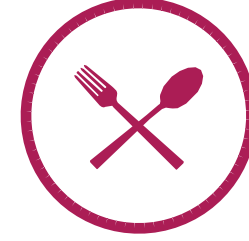
## ► WHAT'S NEXT



**Increase student intake from 20 to 50 by 2025**



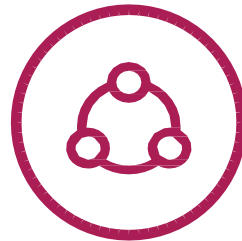
**Strengthen Professional Development Program**



**Increase self-finance rate (from SPOONS Café & Restaurant) to be able to support 1 student per month = \$3200 per month**



**Strengthen the organization through targeted training for the team and a revised team structure**



**Expand and strengthen non-profit organization & community partnerships**



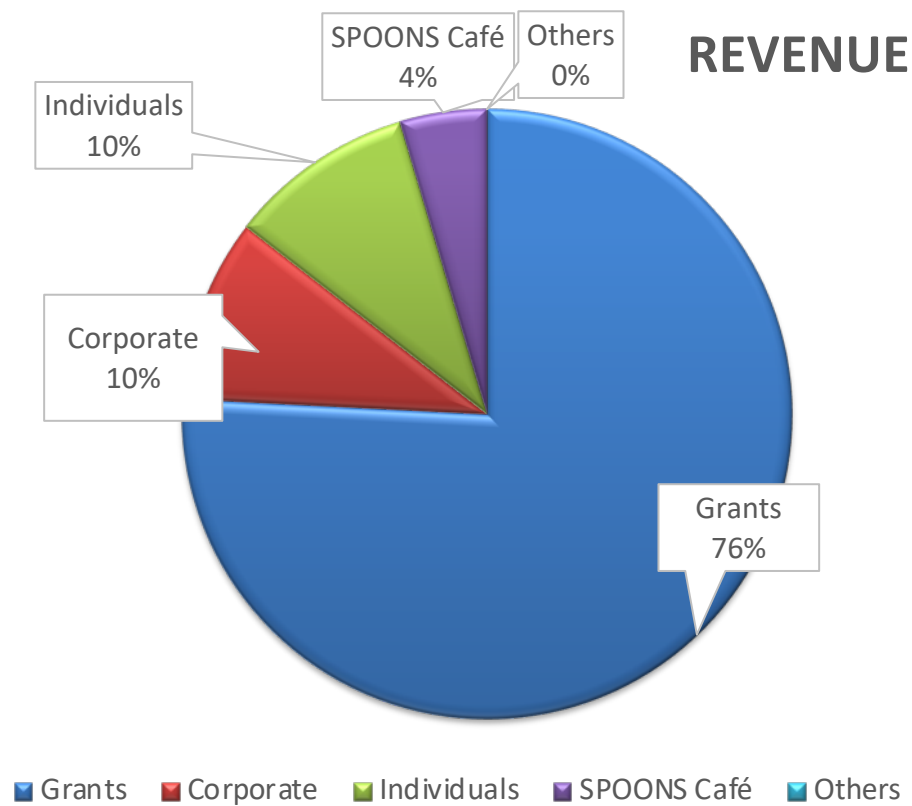
**Create more courses for students (bakery, entrepreneurship, etc)**



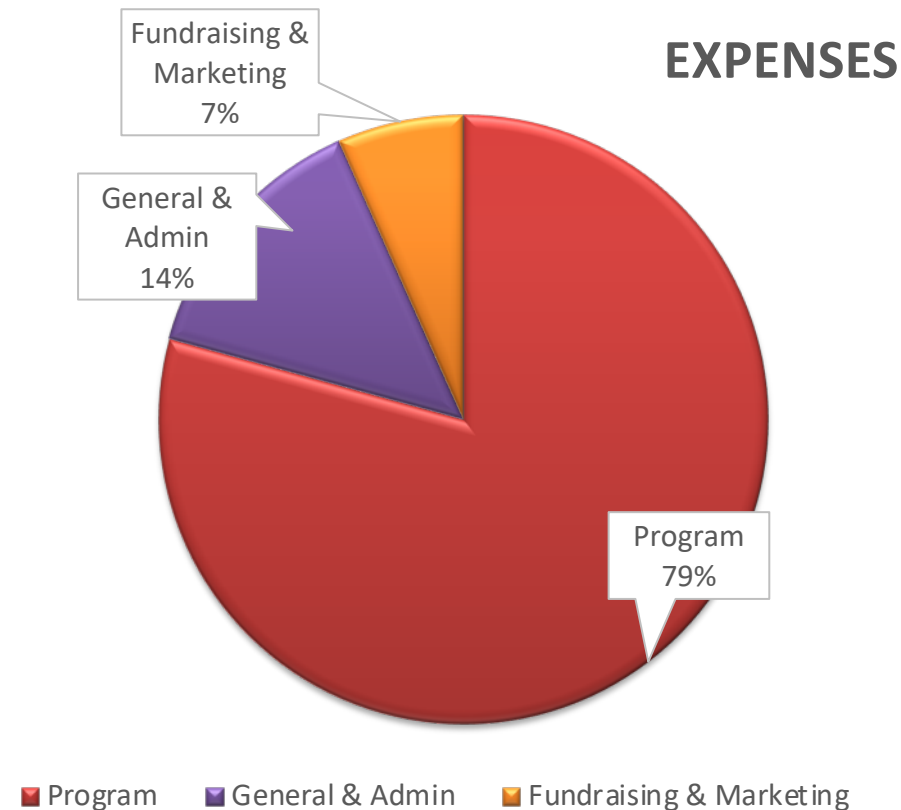
**Renovate and expand the building space for canteen, bakery shop, merchandise shop, convert space to meeting space with AC**



▶ OUR YEAR IN NUMBERS



Grants	USD 92,731
Corporate	USD 11,898
Individuals	USD 12 083
SPOONS Café	USD 5,628
Others	USD 0,00
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Total Revenue	USD 122,340



Program	USD 68,713
General & Admin	USD 12,181
Fundraising & Marketing	USD 5,791
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Total Expense	USD 86,685

## ► SPOONS Café & Restaurant

### OUR STORY

SPOONS Café & Restaurant is the social enterprise of SPOONS Cambodia Organization. 100% of the profit from the operation goes towards our programs and students.

A visit to SPOONS Café and Restaurant allows you to take part in the life-changing opportunity that SPOONS Organization provides its students while experiencing the best of what Siem Reap has to offer. Sustainability is at the heart of Spoons – from its mission, food, construction, and design.

### OUR FOOD

We serve a delicious array of Cambodian cuisine, from street food favorites to classic home-style dishes. Stop in for a coffee and sweet treat or stay longer for a hearty meal.

### OUR TRAINING

At SPOONS, the students engage in hands on training and interact with guests from around the world, helping build their skills and confidence in preparation for their first hospitality jobs. In 2022, our 10 students enjoyed over five months training in the restaurant while improving their food and beverage skills before graduated from the program.





## ► SPOONS Value Propositions



Sustainable Structure



Environmental Awareness



Creative Local Cuisine



Self-Sufficient Practices



Promote Local Product



Community Connection





**SPOONS Cambodia Organization**  
**SPOONS Café and Restaurant**

# Thank You!

To know more about us, scan here



[spoonscambodia.org](http://spoonscambodia.org)