

# 3 TOOLBOX PLANNING FOR AN INDIGENOUS WORKFORCE

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## JOB ROLES – HOSPITALITY

Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 10307 Certificate 1 in Hospitality (Kitchen Operations)</b>	Traineeship VETiS	Kitchen Hand & Fast Food Customer Service	Receiving & storing stock; cleaning & tidying kitchen & storage areas	Communication	Communicating with colleagues to determine and interpret their needs and the needs of the customers; interpreting and providing information in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive outcome.
			Preparing food items eg sandwiches and salads	Teamwork	Following instructions and working as a team member under supervision; working with colleagues to ensure the requirements of customers are met.
			Assisting in the service of food through use of presentation skills	Problem Solving	Identifying and clarifying the extent of operational problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems.
<b>SIT 10207 Certificate I in Hospitality</b>	Traineeship VETiS	Catering Assistant	Serving food at counter or delivering to tables;	Initiative and Enterprise	Taking initiative to maintain a high standard to personal hygiene; identifying better ways to manage safety risks by participating in group assessment activities.
		Bar Useful; Food & Beverage Runner	Clearing tables; processing financial transactions	Planning and Organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such activities.
		Coffee Shop Assistant	Cleaning and re-stocking of coffee stations	Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing and taking responsibility for own safe working practices.
		Housekeeping Assistant Porter	Providing housekeeping support services Carrying luggage to rooms	Learning	Knowing the structure of networks within and sources of new information on the hospitality industry operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
		Gaming Room Assistant	Cleaning of slot machines, clearing glasses, ensuring gaming area is clean and tidy	Technology	Understanding the operating capability and demonstrating the correct use of technologies; selecting and using the right personal protective equipment to manage personal safety in the workplace.

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<b>SIT 2027 Certificate II in Hospitality</b>	Traineeship VETiS	Barista	Undertake mise en place prior to service	Communication	Communicating with colleagues and customers to assist with the coordination of customer's hospitality experience; interpreting verbal and written information on hospitality products and customer requirements; providing clear and accurate verbal and written information to customers and colleagues in a culturally appropriate manner to ensure a positive hospitality experience.
		Food and Beverage Attendant	Serving food and beverage to tables	Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality sales and operational activities to achieve quality delivery of hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
		Bar Attendant, Catering Assistant	Preparing and serving drinks at bar	Problem Solving	Thinking about problems that relate to own role in hospitality sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service.
		Bottle shop Attendant	Selling beverages in a retail liquor outlet	Initiative and Enterprise	Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities.
		Gaming Attendant	Attending gaming machines	Planning and Organising	Collecting, analysing and organising information to allow for efficient coordination of hospitality sales and operational activities; using appropriate predetermined policies and procedures to guide hospitality selling and operational activities.
		Housekeeping Attendant	Providing housekeeping services	Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the hospitality customer; knowing own job role and responsibilities in hospitality sales and operational activities; seeking feedback and guidance from supervisors on success in hospitality sales and operational activities.
		Receptionist or Front Office Assistant Porter	Providing reception or front desk services	Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
			Providing assistance in a catering operation	Technology	Understanding the operating capability of and selecting and using technology that assists in hospitality sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

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<b>SIT 30707 Certificate III in Hospitality</b>	Traineeship	Bar attendant	Preparing and serving drinks at a bar	Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
		Waiter Barista	Preparing and serving espresso coffee	Teamwork	Working as a skilled team member, providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
		Food/ Wine Waiter	Serving food, wine and other beverages at tables	Problem Solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities; taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
		Housekeeper	Re-stock guest rooms minibar and maintain up to date usage report	Initiative and Enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.
		Gaming Attendant	Report any maintenance requirements for rooms and service area	Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered using appropriate predetermined policies and procedures to guide hospitality selling and operational activities.
		Front desk Receptionist;	Provide a high standard of customer service to clients	Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.

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				Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.
				Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

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<b>SIT 40307 Certificate IV in Hospitality</b>	Traineeship	Food & Beverage Manager; Banquet Manager; Human Resources;	Supervising the operation of a bar or restaurant	Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
			Supervising the activities of a front desk or reception	Teamwork	Leading team members, providing instructions, building group cohesion; working with enterprise managers and suppliers as a team member and understanding how own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
		Gaming Supervisor; Front Office Supervisor Concierge or Butler	Supervising concierge services	Problem Solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that may arise; taking responsibility for or requesting assistance from enterprise managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
			Providing butler services	Initiative and Enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for enterprise and its customers.
			Supervising gaming operations	Planning and Organising	Collecting, analysing and organising customer, supplier and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate generalist and specialist information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
				Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
		Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist hospitality knowledge required; sharing information with colleagues.		
		Technology	Understanding the operating capability of and selecting and using the appropriate technology to prepare for and deliver quality customer service.		

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<b>SIT 50307 Diploma of Hospitality</b>	Further Study Option	Sales & Marketing Manager	Designs and implements business development strategies	Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
		Catering Manager	Provides management for catering operations	Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
		Restaurant Manager; Food & Beverage Manager	Manage a small hospitality enterprise	Problem Solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
		Front office Manager	Provides supervision for front office staff	Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
		Gaming Manager, Hospitality Manager	Managing a department in a large hospitality enterprise	Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall enterprise; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
				Self-management	Understanding the legal and compliance framework that affects those working in the hospitality industry; maintaining general and technical knowledge to inform work practices.
				Learning	Proactively maintaining and updating knowledge of industry trends and practices; being aware of hospitality industry professional development opportunities; supporting team members to learn.
				Technology	Assessing, selecting and applying technologies used in the hospitality industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support hospitality operations; supporting skill development required by new technologies.