

# 4 TOOLBOX PLANNING FOR AN INDIGENOUS WORKFORCE

help sheet

## JOB ROLES – COOKING

Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 10207 Certificate I in Hospitality</b>	VETiS; Traineeship	Kitchen Hand; Catering Assistant	Serve food at counter or deliver to tables	Communication	Communicating with colleagues and customers to determine and interpret their needs; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive hospitality experience.
		Bar Useful; Food and Beverage Runner	Clear tables; collect glasses	Teamwork	Following instructions and working as a team member under supervision; working with customers to ensure their service requirements are met.
		Larder Hand	Carry luggage to rooms	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 customer or operational problems associated with the service.
		Coffee shop Assistant	Clean and re-stock coffee stations	Initiative and Enterprise	Taking initiative to maintain a high standard to personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
			Clean slot machines	Planning and Organising	Collecting, analysing and organising information to allow for safe and efficient operational activities; using appropriate predetermined policies and procedures to guide such activities.
			Provide housekeeping support services	Self-Management	Understanding and complying with the legal responsibilities that apply to own role in hospitality service; knowing and taking responsibility for own safe working practices.
<b>SIT 10307 Certificate I in Hospitality (Kitchen Operations)</b>	VETiS; Traineeship	Kitchen Hand; Catering Assistant	Prepare food; slice or chop fruit and vegetables	Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of outgoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
		Sandwich Hand		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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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 20307 Certificate II in Hospitality (Kitchen Operations)</b>	VETiS; Traineeship	Cook; Assistant Cook; Apprentice Chef; Short Order Cook; Fast Food	Prepare breakfast items; prepare a range of fast food items; prepare a range of non-alcoholic drinks	Communication	Communicating with colleagues to assist with the coordination of customer's hospitality experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
			Prepare sandwiches; prepare appetisers and salads prepare hot and cold deserts	Teamwork	Working as a team member; taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
<b>SIT 20407 Certificate II in Hospitality (Asian Cooking)</b>	Traineeship; VETiS	Short Order Cook	Produce appetisers, snacks, salads, soups, sauces, rice and noodles for Asian cuisines	Problem Solving	Thinking about problems that relate to own role in hospitality operations; 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 details; using predetermined policies and procedures to guide solutions to operational problems.
		Barista, Food and Beverage Attendant, Bar Attendant, Bottle Shop Attendant, Catering Assistant	Prepare Japanese simmered, grilled, deep-fried and steamed dishes; prepare Japanese one-pot cookery	Initiative and Enterprise	Identifying and discussing better ways to undertake operational activities and to manage safety risks by participating in group risk assessment activities.

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<b>SIT 20207 Certificate II in Hospitality</b>	Traineeship; VETiS	Receptionist	Provide front office and customer service assistance	Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality operations; knowing own job role and responsibilities in hospitality operations; seeking feedback and guidance from supervisors on success in hospitality operations.
		Housekeeper	Monitor mini-bar and cleaning rooms	Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting hospitality operations.
		Bar Attendant; Barista	Undertake mise en place prior to service	Technology	Understanding the operating capability of and selecting and using technology that assists in hospitality operations; correctly using equipment to ensure personal safety in the workplace.

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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 30807 Certificate III in Hospitality (Commercial Cookery)</b>	Apprenticeship	Cook	Prepare appetisers, salads, stocks, sauces, soups vegetables, fruit, eggs and farinaceous dishes	Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
			Select, prepare and cook poultry, seafood and meat	Teamwork	Working as a skilled team member providing instructions; building group cohesion and applying discretion and judgement as needed; understanding own role in hospitality operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
<b>SIT 31007 Certificate III in Hospitality (Catering Operations)</b>	Apprenticeship	Cook, Leading Hand, Food service/catering Assistant	Package, transport and store food in a safe and hygienic manner	Problem solving	Anticipating problems that may arise with hospitality operations; mitigating problems by making acceptable adjustments to hospitality operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during kitchen operations; taking responsibility for or requesting assistance from other team members resolving issues; using predetermined policies and procedures to guide solutions to problems.
		Bar Attendant, Waiter Barista, Food and Wine Waiter	Apply cook/ chill and cook/ freeze production processes; prepare menus and foods according to dietary and cultural needs	Initiative and Enterprise	Showing independence and initiative required to take a lead role in hospitality operations; 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 enterprise and its customers.

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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 30907 Certificate III in Hospitality (Asian Cookery)</b>	Apprenticeship	Cook	Plan menus; prepare vegetarian and specialist dishes for Asian Cuisines	Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of customers, pacing the delivery of information and services to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies in hospitality operations.
			Prepare Japanese raw fish (sashimi); Prepare Chinese dim sum; Prepare Tandoori food items	Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality operations; knowing own job and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering a diverse range of hospitality products and services; 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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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 31107 Certificate III in Hospitality (Patisserie)</b>	Apprenticeship	Cook	Prepare hot and cold deserts, pastries, cakes and yeast goods	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 a diverse range of hospitality products and services.
<b>SIT 30707 Certificate III in Hospitality</b>	Traineeship	Bar Attendant	Prepare and serve drinks at bar		
		Wine and Food Waiter	Advise on and serve food and beverages		
			Provide services in gaming room		

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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 40407 Certificate IV in Hospitality (Commercial Cookery)</b>	Apprenticeship	Chef; Chef de Partie	Supervise one or more sections in a large kitchen; supervise a small kitchen	Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive hospitality experience.
<b>SIT 40607 Certificate IV in Hospitality (Catering Operations)</b>	Apprenticeship	Chef/Caterer; Catering Supervisor	Supervise one or more sections in a large catering operation; Supervise a small catering operation	Teamwork	Leading team members, providing instructions and building group cohesion; working with hospitality managers and suppliers as a team member and understanding 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.
<b>SIT 40507 Certificate IV in Hospitality (Asian Cookery)</b>	Apprenticeship	Chef	Supervise one or more sections in a large Asian kitchen; Supervise a small Asian kitchen	Problem solving	Anticipating problems that may arise with hospitality operations; mitigating problems by making acceptable adjustments to hospitality operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during catering operations; taking responsibility for or requesting assistance from hospitality managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
<b>SIT 40707 Certificate IV in Hospitality (Patisserie)</b>	Apprenticeship	Chef	Supervise the pastry kitchen in a large hotel or catering operation; Supervise a small patisserie	Initiative and Enterprise	Showing independence and initiative required to take a lead role in hospitality operations; 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 enterprise and its customers.

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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition
<b>SIT 40307 Certificate IV in Hospitality</b>	Traineeship	Food and Beverage Manager; Banquet Manager	Supervise the operation of a bar or restaurant; gaming room; provide strategic management	Planning and Organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient hospitality operations; collecting, analysing and selecting appropriate general and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in hospitality operations.
		Front of House Manager	Supervise the activities of a front desk or reception; Supervise concierge or butler services	Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality operations; knowing own job and responsibilities, acting through self-direction and organising own work time and priorities when preparing for 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, selecting and using the appropriate technology to prepare and deliver quality customer service.

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Qualification Level	Career Pathway	Possible Job Titles	Possible Job Tasks	Employability Skills	Definition	
<b>SIT 50307 Diploma of Hospitality</b>	Further study option	Hospitality Manager	Design and implement 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	Provide 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 and 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 of House Manager	Provide 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.	
		Restaurant manager Kitchen manager	Manage 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.	
		Gaming Room Manager	Supervise gaming staff		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.					

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<b>SIT 60307 Advanced Diploma in Hospitality</b>	Further study option	Restaurateur		Communication	Communicating, consulting and encouraging feedback on organisational goals, strategies and outcomes; 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; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
		Food and Beverage Manager	Manage a restaurant or resort	Teamwork	Fostering workplace diversity; building, motivating and leading diverse teams; providing support and coaching; planning work operations to taken agreeing and establishing work team goals.
		Senior Manager in a large hospitality enterprise	Manage an area, or operation or division	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.
		Executive Housekeeper	Manage rooms division budgets and human resources	Initiative and enterprise	Initiating new concepts, products and services; engaging and persuading stakeholders to adopt approaches; 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 hospitality industry and marketplace trends to inform work practices.
		Owner or Manager of a hospitality enterprise;	Manage all financial and human resources	Planning and organising	Developing and managing strategies across the broad spectrum of hospitality management practices, including overall business planning, financial management and product development; researching and critically analysing current and emerging industry practices, market and product trends; forecasting and managing resources; developing and leading continuous improvement processes; understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources.

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				Self-management	Reviewing and reflecting on own work performance; understanding the legal and compliance framework that affects those working in the hospitality industry; maintaining general and technical knowledge to inform work practices.
				Learning	Developing and maintaining the legal knowledge required for business compliance; proactively maintaining and updating knowledge of industry trends and practices; being aware of hospitality industry professional development opportunities; supporting team members to learn.
				Technology	Researching new technologies to inform management practice and product development; selecting and using 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.