

AUSTRALIAN EMPLOYMENT COVENANT

Hospitality Industry

General Overview

The hospitality industry covers a diverse range of establishments providing hospitality services in the form of accommodation and food and beverage service. The industry is fast paced and every day brings new situations and experiences. The industry also provides a lot of opportunity for promotion and development in a variety of areas once you have gained entry level experience.

A large proportion of people working in the hospitality industry are employed part-time and this reflects the realities of the industry, where there is a need to be able to schedule hours of work to coincide with patterns of demand (within the day/week and seasonally).

So what sort of person do you need to be to work in hospitality? To begin with you need to like people and enjoy the challenge of working in a customer focused environment. You need to be flexible, adaptable, enjoy problem-solving and thinking on your feet and be able to work as part of a team. Hospitality workers:

- ✓ Are excellent communicators who are vibrant and outgoing
- ✓ Always put customers first
- ✓ Take pride in their presentation
- ✓ Want to work in a dynamic environment where people have fun
- ✓ Are team players

The Jobs

There are a variety of positions available in the hospitality industry.

Food and Beverage Service – working in restaurants and bars, your responsibilities include providing excellent customer service, preparing the bar/restaurant for service and ensuring accurate and timely delivery of food and beverages to customers. This role requires excellent customer service and organizational skills.

Housekeeping – All members of the housekeeping department strive to present the most polished and well presented product to guests. This includes cleaning rooms, restaurants and bars and other public areas. The role is physically demanding and requires attention to detail.

Guest Service – You will assist guests with a variety of requests, provide information and process guest accounts. This role requires outstanding personal presentation, communication skills and cash handling experience.

Kitchen Attendants – Kitchen attendants are responsible for the hygiene and cleanliness of the kitchens. The job is fast paced and physical, requiring a sense of urgency to complete your tasks

Industry Requirements

- ✓ If you are looking for a nine to five, Monday to Friday job, this is not the industry for you
- ✓ Very few people who work in this industry have regular hours, and many work shifts
- ✓ Presentation is very important in this industry; you are representing the company at all times and there are strict standards in place

Participant Details

Name:

Address:

Contact Number 1:

Contact Number 2:

Job Seeker ID:

Job Network Provider:

Case Manager Name:

Phone Number:

Mobile Number:

Email:

Training Details

Dates:

Training Provider:

Training Location:

Trainer Name:

Uniform Requirements:

Meals Required:

Other Requirements:

Minimum Requirements Checklist

- Are you available to work weekends?
- Are you available to work early morning and evening shifts?
- Are you able to travel to and from the work location during the hours required?
- Are you able to meet the strict presentation requirements of hospitality?
- Are you able to undertake physically demanding roles?
- Do you enjoy working in a fast paced, team environment?
- Are you interested in learning more about customer service and working with a variety of people?
- A Drivers License is required for some positions, such as porters

Signatures

Participant Name:

Participant Signature:

Case Manager Name:

Case Manager Signature: