

SUBMISSION TO THE AUSTRALIAN BUREAU OF STATISTICS REVIEW OF ANZSCO

HOTEL INDUSTRY RELEVANT OCCUPATIONS

DECEMBER 2023

Joint Submission of the Australian Hotels Association and
Accommodation Australia

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Introduction

The Australia Hotels Association (AHA) and Accommodation Australia (AA) welcomes the opportunity to comment on the Australian and New Zealand Standard Classification of Occupations (ANZSCO) as it relates to our sectors.

The Australian Hotels Association (AHA) represents more than 5,000 members across Australia, including hotels, pubs, taverns and bars, serviced by a network of branches based in every state and territory, plus a Canberra-based National Office. Accommodation Australia (AA), as a division of the AHA, represents more than 1400 of those properties ranging from independent regional motels and caravan parks to the largest local and international hotel and resort groups.

This submission primarily deals with ANZSCO occupations in the **Accommodation and Food Service** focus areas, but also comments on occupations of relevance to our industry in **General Management** and **Personal and other services**. This submission-based approach to our input to the ANZSCO review, rather than the ABS consultation hub, is more conducive to a cohesive narrative of the proposed changes, and also aids further input from members.

While this submission provides commentary and context on the proposed changes, Attachment A shows the specific changes to the occupations recommended as a result of consultation with members. In our consultations, we focused the members' attention on job roles/titles and skill levels. We did not have time to go into the detail of updating the duties. AHA/AA would appreciate the opportunity to initially discuss with the ABS the major changes recommended, and then request a further opportunity to finalise our input on the job duties.

Consultations Undertaken

Over the last two months, the AHA/AA has sought input from members via its email updates and has also conducted two workshops, one on-line and one face to face in Sydney. Input was guided by a document generated by AA that included all of the relevant occupations extracted from ANZSCO, and members were asked to comment on the job titles, duties and skill levels. They were also asked to identify any emerging occupations in the industry.

Attendees at the workshops included representatives from the following:

Accommodation Australia Victoria
Accor
Australian Hotels Association WA
Australian Leisure and Hospitality Group
AusVenueCo (a major hotel/pub group)
Endeavour Group
Hilton
Hyatt
IHG Hotels
International Hotel Services (IHS)

Marriott
Melbourne Place
Merivale
Oakwood Premier Melbourne (Ascott)
Ovolo Hotels
Perdaman Global Services
RACV
Riverland Group
Skills Equipped (Jobs & Skills Council)
Tasmanian Hospitality Association (THA)

The association also received written comments from members via email as well as advice from the AA National Advisory Committee on Employment that have informed this input.

Industry changes since the last update

As the ABS has indicated in its consultation briefings, the current ANZSCO particularly in industries such as ours reflect the labour market pre-2001. The hotels industry has changed significantly since then to match customer demand and level of sophistication as well as the increasing servicing of international tourists.

In the last three or four decades, the pub side of the industry has moved away from relationships built around tied arrangements with breweries, to a much more diverse range of offerings, either as independent properties or as part of modern hospitality public companies. The consumption of alcohol has changed with beer becoming more boutique, and wine and cocktails are in much higher demand. We have also seen hotels increase their gaming services with changes to legislation in a number of jurisdictions in the 1990s and later that enabled pubs to install poker machines.

In the accommodation side of the industry, the change has been just as profound. To emphasise the transformation in the accommodation sector, we need only note that the large four- and five-star hotels that are symbolic of the modern industry today only date from the 1980s and 1990s, with more being built every week. According to specialist data company STR, in the last three years over 200 new accommodation properties containing more than 20,000 rooms have opened across Australia. Some of the most recent hotel openings have adopted a whole range of new job titles that are meant to catch the eye and be a “point of difference”. Although we have not included these new titles in our recommendations here, we note that what is “out there” as different today may very well be commonplace tomorrow.

All of that said, the living centre of the industry particularly in the regions remains the country motel and local pub. Even though these, too, have needed to adapt to change, many of the job roles and skill levels have not changed, and our input reflects this as well.

Customer needs have also profoundly changed, and the jobs that service them have matched that change. For example, many accommodation properties now offer a range of wellness related services including health spas and fitness gyms, as well as executive lounges to promote customer loyalty. International guests are a significant customer base particularly for the larger hotels, and their needs are driven by expectations created in a global market. According to the International Visitor Survey, in 2022/23, international tourists spent 193.3 million nights in Australia. While a significant number, this is still only 71% of pre-COVID levels, with the expectation that we will return to, and then exceed, those levels within the next year or two.

The hotel industry has also responded to changes in domestic tourism. According to the national visitor survey published by Tourism Research Australia commercial accommodation in 2022/23 captured almost half of the over 400 million nights spent travelling from home within Australia compared with only just over a quarter of the nights ten years ago.

Technology has had an impact in the hotel industry just as it has for other industries. Ordering can now take place using QR codes at tables, food and beverage attendants use mobile technology to take orders and settle the bills. These changes should be more accurately reflected in the duties of the roles, but as mentioned above, we have not been able to undertake this next level of work by the due date.

Most of our recommended changes to ANZSCO in Attachment A reflect these significant shifts in the customer base and level of sophistication of our industry. Some of our recommendations are also aimed at achieving a more coherent and ordered approach to jobs that have not changed a great deal over the years but are not located in ANZSCO in a logical place alongside other industry roles.

General Managers Skill Level 1

Australia's hotel industry in the 21st century is large and complex. In addition to a number of substantial hotel/pub groups overseen by a chief executive (with that role falling comfortably into the existing CEO occupation in ANZSCO, there are also over 1700¹ four- and five-star accommodation establishments which have multiple departments reflecting the range of services offered to customers that are overseen by a Hotel General Manager. To better differentiate the role of the Hotel General Manager in these accommodation establishments from the Hotel and Motel managers (1413) at Skill Level 2, it is recommended that a specialisation of Hotel General Manager be added to 1112 General Managers as shown in Attachment A. This change will remove any confusion of the Hotel GM role with that of hotel manager as the latter is inappropriate in skill level and tasks for someone as senior as a Hotel General Manager. The Hotel GM role and duties relate much more closely to the tasks described for 1112 General Managers at Skill Level 1.

Management Skill Level 2

The following summarises the main changes recommended, and Attachment A includes the detail:

¹ www.Booking.com

- Remove the alternative title of food & beverage manager from the café and restaurant category (1411) and insert it in the Hotel & Motel Managers category (1413) as it is a title primarily used in the hotel rather than the restaurant sector.
- Remove the task of the provision of tourism information from 1413. Although it is likely that in a smaller accommodation establishment the manager may undertake this task, it is not a duty that defines them as managers. [HIGR DEFINITION]
- Remove the title Duty Manager from Hotel & Motel manager and putting it at skill level 3. Although there are specialist/dedicated duty managers in the industry, more often the title relates to a responsible manager or supervisor in a primary role being tasked or rostered for duty management. Whether the person is Skill level 2 or level 3 would depend on the size and complexity of the establishment and the duties of the Duty Manager. There are sufficient dedicated duty managers in the industry to retain the job role, but more likely at Skill level 3.
- Adding a number of specialisations to the existing list within Hotel managers. Roles such as revenue managers are becoming much more common in hotels and usually cover both the food & beverage and accommodation sides of the sector. Revenue Analyst is an emerging role as is an Operations Analyst. The operations analyst reviews the work rosters, data analytics and time efficiency of operations to improve efficiency. Hygiene Managers have particularly emerged post-COVID but also with the increased regulation of food safety. A Rooms Controller is an emerging job role, allocating rooms for groups, VIPs and stakeholder engagement.
- Renaming Hotel Service Managers (currently 4314) as accommodation services managers and shifting them as close as possible to the other relevant managers (suggest 1415²). The terminology of Hotel Services manager is not widely used but even more importantly is too close and confusing to Hotel or Motel manager. Accommodation Services Manager better describes those roles that relate to the accommodation side of the hotels industry.
- Changing or removing a range of specialisations from Accommodation Services Manager - Head Porter and Hotel Concierge are skill level 3. A Chief Concierge in a large hotel would be at the management level.
- Adding a number of specialisations to Accommodation Services Manager including very common roles such as Executive Housekeeper, Chief Engineer and Hotel Maintenance Manager. Guest Services Manager is a specialisation with a different range of duties to the Front Office Manager.
- 1419 Other - Although it is not our sector, we believe it is confusing to have retirement village manager alongside the other hospitality and accommodation managers. We also recommend moving Guest House Manager to sit alongside Bed & Breakfast Manager, adding in a Gaming Manager, and deleting reception centre manager. There are no roles within hospitality that have this latter title and if it does exist it belongs in another area of ANZSCO. Gaming Managers are common in hotels and casinos. We note that Gaming Manager is also a specialisation in 141411 Licensed Club Manager.

² Please note that in most cases where we have suggested code numbers for occupations, this is for illustration purposes and to aid in understanding what is being proposed. The final code numbers are not a key concern.

If appropriate, the job title in the hotels section could be Hotel Gaming Manager or the whole Clubs section would need to be reclassified to embrace all gaming employees. Although this may be an option, in many hotels (and possibly clubs) the role of poker machine or gaming attendant is combined with food & beverage duties.

- Our only comment on 149 Miscellaneous Hospitality, retail and service managers is to ensure that the specialisation of Accommodation Facilities Manager is included. This is a common role in our industry, particularly in those properties where there is a mix of serviced and residential apartments. The alternative title of Building Manager is also frequently used.

Skill Level 3

The most important change that our industry recommends in this ANZSCO review is the expansion to accommodate the tens of thousands of people who work in the hotels industry at Skill Level 3. Borrowing language from changes recently made in the agriculture sector, we recommend that the 2-digit heading currently known as Food Trades Workers, be renamed Skilled Hospitality Workers.

Under this proposal, Food Trades Workers remain as 351, but two new 3-digit subcategories are created:

- 352 Skilled food and beverage workers
- 353 Skilled accommodation services workers

Within each of the two new 3-digit codes, we recommend that a category for supervisors be created, and another for skilled workers within each group. The inclusion of the supervisory jobs is straightforward, with a range of specialisations recommended in Attachment A. Many of these roles are not only very common and well-populated in the hotel industry but also in the restaurant and club sectors.

Food Trades Workers

The career path and organisational structure of the kitchen in the hospitality industry is fairly consistent and regimented according to a long-standing brigade approach. This approach is somewhat at odds with ANZSCO currently categorising all “chefs” as skill level 2 as though there is an equivalence across all job titles. Although it is recognised that ANZSCO, with only 5 skill levels in total, cannot possibly accommodate the kitchen brigade hierarchy, there does need to be a distinction between what we have called Junior Chefs and Senior Chefs. Senior chefs sitting below the Executive Chef (management) in a large kitchen in brigade order are the Sous Chef, Assistant Sous Chef and then the Chef de Partie.

We also recommend adding at skill level 2 the following specialisations: Tournant Chef (which oversees a number of kitchens within a group of hotels), Chef de Cuisine and Pastry Chef (which is a more complex and sophisticated role than a Pastry Cook). Second chef is a term not often used in Australia so we recommend removing it.

In relation to training expectations for Senior Chefs, in the vast majority of cases Chefs would have completed a trade apprenticeship at either Cert III or IV and then worked at the trade level for at least 3 years. We have referred to this in the notes about training, but there may be a more uniform way of noting this in ANZSCO.

A Commi Chef and the (the next rung up the ladder) Demi chef are not long out of completion of their apprenticeship. Although their trade qualification generally distinguishes them from Cooks (as defined in 3514,) Skill level 3 is more appropriate to these roles, so we propose grouping Junior Chefs with Cooks, particularly as the cooks as defined in this code are experienced cooks. Junior chefs are rarely involved in planning menus, estimating food & labour cost and ordering food supplies which are important duties for chefs at Skill Level 2.

Skilled Food & Beverage Workers

In Skilled Food & Beverage workers, there are a number of job roles that exist that are either in ANZSCO but in the wrong place or skill level, or not currently identified in ANZSCO at all. These include:

- Fine Dining Waiter – ANZSCO currently has Silver Service Waiter and Formal Service Waiter as alternative titles of waiter at Skill level 4. These job titles, although no longer as frequently used in the industry, are an alternative title to the more commonly used fine dining waiter so we have illustrated them that way. This role is definitely a Skill level 3 role, as the expectation in a fine dining restaurant is that the waiter would have training at Certificate III, either through a waiting apprenticeship or otherwise, or at least three years' experience as a waiter. The waiter could be required to operate gueridon service (cooking and preparing at the table), or other more complex waiting services.
- Cocktail Bar Attendant – sophisticated cocktail bars are now very prevalent across Australia, particularly in capital cities and other tourist areas. A cocktail bar attendant would have often undertaken specialist training as well as having had at least three years' experience as a bar attendant.
- Cellarperson manages the stock levels, receipt of supplies and correct storage of alcoholic beverages in the cellar. They are often called a cellar manager, and in larger establishments they may be at managerial level, managing both the cellar and the people working in and around the cellar.
- Sommelier – in larger hotel groups, the Sommelier may be at management level but in most cases the Sommelier is an experienced wine waiter with extensive knowledge of wines and in most cases other alcoholic beverages.
- Maître De or host – in larger dining areas where this dedicated role exists, it is held by the most experienced waiter as it is the front of the establishment. The host is expected to recognise and provide an appropriate level of service to frequent customers and may direct the work of other waiters.
- Responsible Gambling Officer – the level of regulation and rules relating to responsible gambling have become very complex. Depending on the size of the establishment, there will be a number of people responsible for overseeing the regulation including at the management level. This role recognises that in many cases one of the senior

gaming/ bar and gaming attendants has been given the extra regulatory responsibility in accordance with legislation.

Skilled Accommodation Services Workers

- Supervisory roles in this area include housekeeping supervisor, guest service supervisor, maintenance coordinator or head porter.
- Concierge - Having removed the concierge from the hotel managers occupation (as they are not managerial level except if titled Chief Concierge of a large hotel), we recommend that the appropriate Skill level is 3. They are more skilled than a porter, and have great responsibility for satisfying customer needs. They also need to multitask and handle a wide range of requests.
- Executive Lounge Attendant – executive lounge attendants are very common in large hotels, particularly those hotels that are part of a global or national hotel chain. Loyalty programs are now a significant aspect of the accommodation business model, and the service level required from executive lounge attendant is at a higher skill level than a waiter or bar attendant. They may also multiskill across both guest services as well as food and beverage.

Skill Level 4 and 5

Food & Beverage

- 4311 Bar Attendants and Baristas - The substantial but clearly different occupations of bar attendant and barista have tens of thousands of workers in each and should be separated in ANZSCO even at 4-digit level, so that skill shortages and the labour market can be analysed more accurately. The duties of a bar attendant are increasingly linked to responsible service and in hotels are quite often performed alongside gaming duties. A barista has a different skill set and does not need these liquor and gaming regulatory responsibilities.

With the significant growth in demand for barista coffee in the last two decades, and the emphasis on the quality of coffee both in taste and presentation, there is a strong justification for the barista to have its own 4-digit occupational code.

- 4315 Waiters or Wait persons are one of the most common occupations in hospitality. They are food and beverage attendants as are bar attendants. Perhaps the overall heading should be food and beverage attendant and then have bar attendants, waiters and baristas sitting under. Our recommended changes don't at this stage reflect this but should be considered as a more accurate approach.
- Café Workers: within the hotel industry, although there are many cafes within accommodation properties, the job roles of waiting and in the café kitchen are not different in substance from those in other dining areas. When workers in cafes self-

declare their occupation on the census, it is highly unlikely they would call themselves a café worker or café assistant. Their roles would be known as waiter, or food back, or cook which is the same as in other parts of food and beverage. The restaurant industry may have strong views in this area, but from our sector's perspective, we do not see a role for a separate café worker category. The core question is whether the café worker is at a lower skill level than a waiter (Skill level 5 v skill level 4). Given that take-away food workers are separately accommodated in ANZSCO, we suggest not but it is a question worthy of further discussion.

- Note that we have removed Food Trades Assistants from our summary of recommended changes. The kitchenhands category serves our industry adequately, so unless other industries utilise those occupations we would be comfortable if they were removed

Accommodation Services

- Accommodation service workers should be grouped together with their own sections at each skill level 4 and 5, or if that is not broad enough, then group hospitality workers together, and include Kitchen hands as well as food & beverage and accommodation services.
- Hotel or motel receptionist should be given the title Guest Service Agent as the primary title with receptionist as an alternative. They should not be grouped in personal services with other receptionists. Their job role is distinctly different.
- The job title of luggage porter is not in use – it is just Porter.
- There is no such title as commercial housekeeper. This is one of the most common job roles in accommodation, and is either called housekeeper or room attendant, with a specialisation of public area cleaner or attendant.
- Room attendants or housekeepers primarily clean guest areas and rooms; although some use the title housekeeping attendant to embrace cleaning in both the rooms and the public areas.
- Although it is not our industry, it is logical that the domestic housekeeper is grouped with cleaners. If a person holds themselves out to clean houses, they do not use the term housekeeper, let alone domestic housekeeper. They are cleaners. It may be that domestic housekeepers still exist – it is not for us to say.

Gaming

- The 899711 Poker Machine Attendant job role in ANZSCO is currently at Skill level 5 alongside the Vending Machine operator. This is completely inappropriate given the importance of this job role in hospitality. The poker machine attendant role would sit at a minimum at skill level 4, with the more experienced at Skill Level 3, particularly if that have regulatory responsibilities as a responsible gambling officer (see Level 3 comments above.)

Other

There are many other important roles within the hotel industry not covered by this submission. These include in gardening, greenkeeping, maintenance, audio-visual technicians and security, as well as roles associated with pools, sporting and leisure activities. The AHA/AA would like to be included in any ABS consultations around these job roles in addition to those in the Accommodation and Food Services focus area.

In relation to one very common job role of 899311 handyperson, we would recommend that they be at least skill level 4 rather than the current skill level 5. These workers perform a range of maintenance tasks that would require skills not far short of a tradesperson.

About the Australian Hotels Association



The Australian Hotels Association (AHA) is an organisation of employers in the hotel and hospitality industry registered under the *Fair Work (Registered Organisations) Act 2009*. Its diverse membership of more than 5,600 businesses includes pub-style hotels plus three, four and five-star international accommodation hotels. AHA members provide a wide range of services to the Australian public including accommodation, food, beverage, wagering, gaming, retail liquor, functions, events, live music, and entertainment.

The AHA's members are serviced by branches located in every Australian state and territory and a Canberra-based national office. As well as being members of their respective state or territory branch, accommodation hotels are represented by Accommodation Australia.

The Australian hotel industry is a 24/7 labour intensive service industry and is a key element of Australia's tourism industry. The makeup of the hotel workforce is extremely diverse and includes adults of all genders and ages. The AHA member workforce comprises:

- Over 300,000 workers
- 50% of members offer apprenticeships
- 60% of employees are female
- 65% of businesses are family owned with family members working in the business

About Accommodation Australia



Accommodation Australia
A DIVISION OF THE AHA

Accommodation Australia (AA) is the nation's only peak body representing the entire accommodation sector. AA was formed on 1 July 2023 after the merger of Tourism Accommodation Australia and the Accommodation Association of Australia. AA represents more than 1400 properties ranging from independent regional motels and caravan parks to the largest local and international hotels and resort groups, including Best Western, Choice, Golden Chain, Lancemore, Ovolo, Crystalbrook, Accor, Hyatt, IHG, Marriott, Crown, Pan Pacific, TFE, Minor, Ascott & Quest Apartments, EVT Group, Star, Hilton and Wyndham Destinations.

AA is the accommodation division of the peak hospitality body – the Australian Hotels Association.

Attachment A:

ANZSCO Occupational Review



This document reflects industry consultations on changes to ANZSCO to better reflect jobs in the hotel industry. Proposed new wording is shown in red.



MANAGEMENT

1112 General Managers

General Managers plan, organise, direct, control and review the day-to-day operations and major functions of commercial, industrial, government and defence organisations through departmental managers and subordinate executives.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks Include:

- planning policy, and setting standards and objectives for organisations
- providing day-to-day direction and management of organisations, and directing and endorsing policy to fulfil objectives, achieve specific goals, and maximise profit and efficiency
- assessing changing situations and responding accordingly by issuing commands and directives to subordinate staff
- consulting with immediate subordinates and departmental heads on matters such as methods of operation, equipment requirements, finance, sales and human resources
- authorising the funding of major policy implementation programs
- representing the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility
- preparing, or arranging for the preparation of, reports, budgets and forecasts, and presenting them to governing bodies
- selecting and managing the performance of senior staff

- may undertake responsibility for some or all of accounting, sales, marketing, human resources and other specialist operations

Occupations:

- 111211 Corporate General Manager
- 111212 Defence Force Senior Officer

111211 Corporate General Manager

Alternative Title:

- Chief Operating Officer

Plans, organises, directs, controls and reviews the day-to-day operations and major functions of a commercial, industrial, **accommodation**, governmental or other organisation through departmental managers and subordinate executives.

Skill Level: 1

Specialisations:

- Assistant Commissioner (Police)
- Hospital Administrator
- Kaiwhakahaere (NZ)
- Managing Editor
- Trade Union Secretary
- **Hotel General Manager**

1411 Cafe and Restaurant Managers

Cafe and Restaurant Managers organise and control the operations of cafes, restaurants and related establishments to provide dining and catering services.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

- NZQF Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- planning menus in consultation with Chefs
- planning and organising special functions
- arranging the purchasing and pricing of goods according to budget
- maintaining records of stock levels and financial transactions
- ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance
- Ensures compliance with Liquor, Gaming and other regulations.
- conferring with customers to assess their satisfaction with meals and service
- selecting, training and supervising waiting and kitchen staff
- may take reservations, greet guests and assist in taking orders

Occupation:

- 141111 Cafe or Restaurant Manager

141111 Cafe or Restaurant Manager

Alternative Titles:

- ~~Food and Beverage Manager~~
- Restaurateur

Organises and controls the operations of a cafe, restaurant or related establishment to provide dining and catering services.

Note: Fast Food Managers are excluded from this occupation. Fast Food Managers are included in Occupation 142111 Retail Manager (General).

Skill Level: 2

Specialisations:

- Bistro Manager
- Canteen Manager
- Head of Bars
- Assistant Restaurant Manager
- Venue Manager
- Caterer
- Internet Cafe Manager

1413 Hotel and Motel Managers

Hotel and Motel Managers organise and control the operations of hotels and motels to provide guest accommodation, meals and other services.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

- NZQF Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks Include:

- directing and overseeing reservation, reception, room service and housekeeping activities
- supervising security arrangements, and garden and property maintenance
- planning and supervising bar, restaurant, function and conference activities
- ~~observing-ensuring compliance with~~ liquor, gaming, food safety, and other laws and regulations
- assessing and reviewing customer satisfaction
- overseeing accounting and purchasing activities
- ensuring compliance with ~~occupational-work~~ health and safety regulations
- ~~may provide guests with local tourism information, and arrange tours and transportation~~

Occupation:

- 141311 Hotel or Motel Manager

141311 Hotel or Motel Manager

Alternative Titles:

- Hotelier
- Publican

Organises and controls the operations of a hotel or motel to provide guest accommodation, meals and other services. Registration or licensing may be required.

Skill Level: 2

Specialisations:

- ~~Duty Manager (Hotel)~~
- Resort Manager
- Spa Manager
- Operations Manager
- Food & Beverage Manager
- Revenue Manager/Analyst

- Banquet Manager
- Function & Event Coordinator
- Executive Chef
- Director of Culinary
- Hygiene Manager
- Guest Relations or Guest Experience Manager

~~4314 1415~~¹ Hotel Accommodation Service Managers

Accommodation~~Hotel~~ Service Managers supervise and coordinate the activities of accommodation~~hotel~~ service workers.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2)

In New Zealand:

- NZQF Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

~~In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.~~

Tasks Include:

- determining work requirements and allocating duties to ~~Commercial~~ Housekeepers, ~~Luggage, guest service agents,~~ Porters and Doorpersons
- conferring with managers to coordinate activities with other organisational units
- maintaining attendance records and rosters
- explaining and enforcing safety regulations
- Managing purchasing and stock control when necessary

¹ Please note that in most cases where we have suggested code numbers for occupations, this is for illustration purposes and to aid in understanding what is being proposed. The final code numbers are not a key concern.

- overseeing the work of the unit and suggesting improvements and changes
- conferring with workers to resolve grievances
- ~~may perform front office and hotel reception duties~~

Occupation:

- 431411 ~~Hotel~~ Accommodation Service Manager

431411 ~~Hotel~~ Accommodation Service Manager

Alternative Title:

- ~~Hotel Service Supervisor~~ Rooms Division Manager
- Accommodation Manager

Supervises and coordinates the activities of accommodation ~~hotel~~ service workers.

Skill Level: 2

Specialisations:

- Front Office Manager
- Guest Services Manager (~~Hotel~~)
- ~~Head Executive~~ Housekeeper
- Hotel Maintenance Manager
- Chief Engineer
- ~~Rooms Controller~~
- ~~Head Porter (Hotel)~~
- ~~Hotel Chief~~ Concierge
- ~~Hotel Office Manager~~
- Executive Lounge Manager

1419 Other Accommodation and Hospitality Managers

This unit group covers Accommodation and Hospitality Managers not elsewhere classified. It includes Bed and Breakfast and Guest House Operators and Gaming and Casino Managers ~~and Retirement Village Managers~~.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

- NZQF Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Occupations:

- 141911 Bed and Breakfast Operator
- ~~141912 Retirement Village Manager~~
- 141999 Accommodation and Hospitality Managers nec

141911 Bed and Breakfast or Guest House Operator

Organises and controls the operations of a bed and breakfast or guest house to provide a short term, highly personalised accommodation and leisure service for guests including breakfast. Ensures guests' needs, wants and comfort are satisfied during their stay. Registration or licensing may be required.

Skill Level: 2

~~141912 Retirement Village Manager~~

~~Organises and controls the day-to-day operations of a retirement village to provide a range of accommodation, personal care services, and recreational and social activities for the use and enjoyment of residents.~~

~~Skill Level: 2~~

141999 Accommodation and Hospitality Managers nec

This occupation group covers Accommodation and Hospitality Managers not elsewhere classified. Registration or licensing may be required.

Skill Level: 2

Occupations in this group include:

- Backpackers Manager
- Boarding House Manager
- ~~Casino Duty~~ Manager
- Hotel Gaming Manager
- ~~Guest House Manager~~
- Hostel Manager
- ~~Reception Centre Manager~~

149 Miscellaneous Hospitality, Retail and Service Managers

This minor group covers Hospitality, Retail and Service Managers not elsewhere classified. It includes Amusement, Fitness and Sports Centre Managers, Call or Contact Centre and Customer Service Managers, Conference and Event Organisers, and Transport Services Managers.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

- NZQF Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Subcategories

1499 Other Hospitality, Retail and Service Managers

149913 Facilities Manager

Alternative Title:

- Building Manager

Organises, controls and coordinates the strategic and operational management of buildings and facilities in a public and private organisations to ensure the proper and efficient operation of all physical aspects of a facility, to create and sustain safe and productive environments for occupants.

Skill Level: 2

Specialisation:

- Shopping Centre Manager
- Accommodation Facilities Manager

35 Skilled Hospitality~~Food Trades~~ Workers

Skilled Hospitality workers supervise the food and beverage, kitchen or accommodation service workers or undertake duties that require a specialised range of skills in waiting, bar, cooking or accommodation services.

In Australia:

- AQF Certificate IV or Associate Diploma (ANZSCO Skill Level 2)
- AQF Certificate III or IV (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Subcategories under Skilled Hospitality Workers include:

351 Food Trades Workers

352 Skilled food and beverage workers

352 Skilled accommodation services workers

351 Food Trades Workers

Food Trades Workers bake bread and pastry goods, prepare meat for sale, and plan, organise, prepare and cook food for dining and catering establishments.

Indicative Skill Level:

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or
- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3)

In New Zealand:

- NZQF Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or
- NZQF Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- NZQF Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- checking the cleanliness and operation of equipment and premises before production runs to ensure compliance with occupational health and safety regulations
- planning menus, estimating food and labour costs, and ordering food supplies
- monitoring quality of food at all stages of preparation and presentation

- preparing meat for sale and baking bread, cakes and pastries
- preparing food and cooking using ovens, hotplates, grills and similar equipment
- portioning food, placing it in dishes, adding gravies, sauces and garnishes

351112 Pastrycook

Prepares and bakes buns, cakes, biscuits and pastry goods.

Skill Level: 3

Specialisation:

- Cake Decorator

3513 Senior Chefs

Chefs plan and organise the preparation and cooking of food in dining and catering establishments. Cooks, Fast Food Cooks and Kitchenhands are excluded from this unit group.

Cooks are included in Unit Group 3514 Cooks. Fast Food Cooks and Kitchenhands are included in Minor Group 851 Food Preparation Assistants.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3)
- ~~AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)~~

In New Zealand:

- NZQF Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience combined with Certificate III or IV qualifications as appropriate may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- planning menus, estimating food and labour costs, and ordering food supplies
- monitoring quality of dishes at all stages of preparation and presentation

- discussing food preparation issues with Managers, Dietitians and kitchen and waiting staff
- demonstrating techniques and advising on cooking procedures
- preparing and cooking food
- explaining and enforcing hygiene regulations
- may select and train staff
- may freeze and preserve foods

351311 Senior Chef

Plans and organises the preparation and cooking of food in a dining or catering establishment.

Skill Level: 2

Specialisations:

- Chef de Partie
- ~~Commis Chef~~
- ~~Demi Chef~~
- ~~Second Chef~~
- Sous Chef
- Head Chef
- Catering Manager
- Tournant Chef
- Chef de Cuisine
- Pastry Chef

3514 Cooks and Junior Chefs

Cooks prepare, season and cook food in dining and catering establishments. Senior Chefs, Fast Food Cooks and Kitchenhands are excluded from this unit group.

Senior chefs are included in Unit Group 3513 Senior Chefs. Fast Food Cooks and Kitchenhands are included in Minor Group 851 Food Preparation Assistants.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

- NZQF Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- examining foodstuffs to ensure quality
- regulating temperatures of ovens, grills and other cooking equipment
- preparing and cooking food
- seasoning food during cooking
- portioning food, placing it on plates, and adding gravies, sauces and garnishes
- storing food in temperature controlled facilities
- preparing food to meet special dietary requirements
- may plan menus and estimate food requirements
- may train other kitchen staff and apprentices

Occupation:

- 351411 Cook
- 351412 Commi or Demi Chef

351411 Cook

Prepares, seasons and cooks food in a dining or catering establishment.

Skill Level:

3 Australia

4 New Zealand

Alternative title: Garde Manager

351412 Commi or Demi Chef

Prepares, cooks and presents food in a dining establishment.

352 Skilled Food and Beverage Workers

3521 Food & Beverage supervisors

Supervises other food and beverage workers in the areas of bar, waiting and gaming.

Specialisations:

Bar Supervisor
Waiting Supervisor/ Section Head Waiter
Food and Beverage Supervisor
Duty manager
Head Barista
Stewarding Supervisor or Chief Steward
Bottle Shop Manager
Gaming (Room) Supervisor

3522 Skilled food and beverage workers

352211 Fine Dining Waiter

An experienced food and beverage worker who serves within a fine dining establishment, including complex waiting services such as silver service or gueridon cooking at the table.

Alternative title: Silver Service Waiter
Formal Service Waiter

352212 Cocktail Bar Attendant

An experienced Bar Attendant who creates, mixes, presents and serves alcoholic and non-alcoholic mixed drinks according to a specialised cocktail menu

Alternative title: Mixologist

352213 Cellarperson

An experience food and beverage worker who manages the stock levels and receipt of supplies into the cellar.

352214 Sommelier

An experienced food and beverage worker who has extensive knowledge of wine varieties and advises the establishment and customers on their choices of wine and the matching of food with wine.

352215 Maitre De

Alternative title: Host

An experienced food and beverage worker who greets restaurant guests, assigns customers to tables and may direct wait staff in the service of customers.

352216 Responsible Gambling Officer

An experienced food and beverage or gaming worker who is appointed in accordance with government regulation.

353 Skilled Accommodation Services Workers

3531 Accommodation Services Supervisors

Supervises other accommodation services workers in the areas of front office, rooms or maintenance.

Specialisations:

Housekeeping Supervisor/Coordinator
Guest Service or Front Office supervisor
Engineering or Maintenance Coordinator
Head Porter

3532 Skilled accommodation service workers

353211 Concierge

Provides guests with hotel and local tourism information and arranges tours and transportation. May direct the activities of porters and other accommodation services workers.

352312 Executive Lounge Attendant

Provides a range of food and beverage and guest services to VIPs and loyal customers within an executive lounge.

4311 Bar Attendants and Baristas [Recommend separating these]

Bar Attendants and Baristas prepare, mix and serve alcoholic and non-alcoholic drinks to patrons in bars in licensed establishments, and prepare and serve espresso coffee and other hot beverages to patrons in cafes, coffee shops and dining establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

- NZQF Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- preparing, serving and selling cocktails, mixed drinks, bottled, canned and other alcoholic and non-alcoholic beverages, and a variety of coffee beverages such as lattes, cappuccinos and other espresso-based beverages
- cleaning and maintaining bar service areas, coffee-making areas and espresso machines
- collecting payment for sales and operating cash registers
- promoting services and products
- washing glassware and arranging bottles and glasses
- tapping kegs and attaching supply lines
- replenishing drink dispensers, shelves and refrigerators
- selling light snacks
- selecting and grinding coffee
- monitoring customer behaviour in accordance with responsible service of alcohol regulation

Occupations:

- 431111 Bar Attendant
- 431112 Barista

431111 Bar Attendant

Alternative Title:

- ~~Bar Steward~~

Prepares, mixes and serves alcoholic and non-alcoholic drinks to patrons in a bar in a licensed establishment.

Skill Level: 4

431112 Barista

Prepares and serves espresso coffee and other hot beverages to patrons in a cafe, coffee shop, restaurant or dining establishment.

Skill Level: 4

4315 Waiters

Waiters serve food and beverages in hotels, restaurants, clubs and dining establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

- NZQF Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- setting and arranging tables
- greeting customers and presenting them with menus and beverage lists
- taking orders and relaying them to kitchen and bar staff
- serving food and beverages
- opening bottles and pouring beverages
- clearing tables and returning dishes and cutlery to kitchen
- removing empty bottles and used glasses from tables, and refilling and replacing glasses
- collecting payments for sales and operating point of sales machines and cash registers
- may recommend wines to complement food

Occupation:

- 431511 Waiter

431511 Waiter

Alternative Title:

- Food and Beverage Attendant (this also applies to bar attendant)

Takes orders and sServes food and beverages in a hotel, restaurant, club or dining establishment.

Skill Level: 4

Specialisations:

- Drink Waiter
- ~~Formal Service Waiter~~
- ~~Silver Service Waiter~~
- ~~Sommelier~~
- Wine Steward

4319 Other Hospitality Workers

This unit group covers Hospitality Workers not elsewhere classified. It includes Bar Usefuls or Bussers, and Doorpersons or Luggage Porters.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZQF Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Occupations:

- 431911 Bar Useful ~~or-Busser~~
- 431912 Doorperson or Luggage Porter
- 431999 Hospitality Workers nec

431911 Bar Useful or Busser

Alternative Titles:

- Bar Back
- Glassie
- Food back
- Busser

Cleans and maintains public areas in a bar, club or dining establishment by collecting and returning dishes, cutlery and glasses to the kitchen or bar, wiping tables, bars and spillages, and emptying bins and ashtrays.

Skill Level: 5

431999 Hospitality Workers nec

This occupation group covers Hospitality Workers not elsewhere classified.

Skill Level: 5

Occupations in this group include:

- Cellar Hand (Hotel)
- Uniform Room Attendant

4312 Cafe Workers [is this really needed?]

Cafe Workers sell and serve food and beverages for consumption on premises in cafes and similar establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZQF Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks Include:

- preparing and serving food and beverages for consumption on the premises
- taking customers' food and beverage orders
- operating cash registers, accepting payments and preparing sales invoices
- clearing away used dishes and cutlery from tables when customers are finished
- cleaning and preparing tables for use
- washing dishes, cutlery and cooking utensils
- cleaning cafe equipment such as coffee grinders, espresso machines and ice makers
- participating in stocktakes and assisting in putting away new stock
- providing backup to other cafe employees

Occupation:

- 431211 Cafe Worker

431211 Cafe Worker

Alternative Titles:

- Cafe Assistant
- Cafe Attendant

Sells and serves food and beverages for consumption on premises in a cafe or similar establishment.

Skill Level: 5

Specialisation:

- Canteen Attendant

8513 Kitchenhands

Kitchenhands assist kitchen and service staff in preparing and serving food, and clean food preparation and service areas.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZQF Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks Include:

- cleaning kitchens, food preparation areas and sculleries
- cleaning cooking and general utensils used in kitchens and restaurants
- transferring, weighing and checking supplies and equipment
- assembling and preparing ingredients for cooking, and preparing salads, savouries and sandwiches
- packing food and beverage trays for serving
- cooking, toasting and heating simple food items

Occupation:

- 851311 Kitchenhand

851311 Kitchenhand

Alternative Title:

- Kitchen Steward
- Dishy

Assists kitchen and service staff in preparing and serving food, and cleans food preparation and service areas.

Skill Level: 5

Specialisations:

- Dishwasher
- Pantry Attendant
- Sandwich Hand

ACCOMMODATION SERVICES

431912 Doorperson or ~~Luggage~~ Porter

Assists guests in an accommodation establishment or passengers in a transport terminal by attending to and carrying luggage, welcoming and escorting guests, and attending to their general needs on arrival and departure.

Skill Level: 5

~~5421 Receptionists~~ Accommodation Service Workers

~~542113~~ (Should be a separate area for accommodation services)

~~Hotel or Motel Receptionist~~ Guest Service Agent

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

- NZQF Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- greeting and checking in guests and looks after their needs on arrival..
- answering inquiries and providing information on services and activities in the property

- answering guest telephone calls
- receiving and resolving complaints from guests
- maintaining the reception area
- may perform other clerical tasks such as word processing and photocopying

~~Greets and checks in guests, and looks after their needs on arrival and during their stay in a hotel or motel.~~

Skill Level: 4

Alternative title: Front Office Attendant

Hotel or Motel receptionist

8114 Housekeepers (currently found in personal services section of ANZSCO

- Need to be shifted to accommodation services)

Housekeepers perform cleaning and housekeeping duties in hotels, motels and other commercial premises, ~~and in private residences.~~

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZQF Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. ~~In some instances no formal qualification or on-the-job training may be required.~~

Tasks Include:

- cleaning the interior of buildings and the immediate outside areas
- sweeping, mopping and polishing floors, vacuuming and shampooing carpets, and cleaning curtains and upholstered furniture
- dusting and polishing furniture, fixtures and fittings
- picking up rubbish, emptying garbage containers, and taking contents to waste areas for removal

- restocking minibars and replenishing items such as drinking glasses, writing equipment, linen and groceries
- stripping and making beds, and changing bed linen
- ~~maintaining kitchens, washing dishes and cooking utensils, and cleaning appliances, cupboards, counters, pantries and floors~~
- ~~picking up, sorting, washing, drying, ironing and mending linen and clothes~~
- ~~preparing and cooking meals, setting and clearing tables, and serving food and beverages~~
- ~~taking care of household pets and plants, receiving visitors, answering telephones, delivering messages, and shopping for groceries~~

~~Occupations~~Alternative title:

- ~~811411 Commercial Housekeeper~~Room Attendant
- Housekeeping attendant
- ~~811412 Domestic Housekeeper~~

~~Specialisation:~~

Public Area attendant or cleaner

~~811411 Accommodation Services~~

~~Commercial~~ Housekeeper

Cleans, vacuums and mops floors, makes beds, and restocks mini bars and bathroom supplies in hotel and motel rooms and other commercial premises.

Alternative titles: room attendant

Skill Level: 5

GAMING

4313 Gaming Workers

Gaming Workers provide gaming services within casinos and other gambling establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

- NZQF Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- ensuring that games operating in the casino pit run smoothly
- monitoring cash drops to cashiers and chip transactions
- observing incidents and settling disputes arising at gaming tables
- dealing games in accordance with casino rules, policies and procedures and ensuring that bets are placed within the rules of the game
- checking that appropriate betting limit signs are in place
- checking playing cards
- verifying cash and colour chip change involving larger amounts with the casino gaming inspector
- advising patrons about the rules and etiquette of games
- counting the amount of cash chips in the float and entering a closer slip with the corresponding amount in the cash total
- calculating and paying winning bets

Occupation:

- 431311 Gaming ~~Attendant~~Worker

431311 Gaming ~~Attendant~~Worker

Alternative Title:

- Croupier

Provides gaming services within a casino or other gambling establishment.

Skill Level: 4

Specialisations:

- Casino Gaming Inspector
- Gaming Pit Boss

Poker Machine Attendant

Skill Level 4

Alternative title: Bar and gaming attendant