



HSC Working in the Hospitality Industry

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Work colleagues

- Work colleagues are your peers, fellow employees or co-workers.
- They're in the same profession, business or organisation as you



Staff / staff teams

- Your staff / staff teams are groups of people working together towards a common goal.
- You might participate on a team or be in charge of one!



Supervisors or Managers

- Your supervisor or manager monitors your performance of assigned tasks.
- They can usually hire, promote, discipline, reward and provide training for employees in their departments.



Coaches or Mentors

- Your coach or mentor is more skilled or experienced than you.
- They offer you guidance, support or advice to further your learning and development.



Other members of the organisation

- These could include volunteers, contractors, etc.



"We become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams." Jimmy Carter

Operations Team

- As a kitchen staffer you are part of the operations team.
 - Whilst you may not have direct engagement with other teams, your supervisor, manager or Head Chef will.
 - They share the same goals and do their part to ensure that customers receive outstanding customer service on a regular basis.



Other Teams

• Sales & Marketing

- Responsible for the promotion of an organisation and its services to new and repeat guests and customers.
- The department may also encompass public relations responsibilities which ensure the image of the business is always maintained at the highest possible level



Other Teams

• Finance Team

- Responsible for processing and reporting on all financial transactions for a business, including :
 - Preparing budgets
 - Financial statements
 - Managing payroll
 - Invoicing and making payments
 - Bank reconciliations



Responsibilities & Duties

Although some responsibilities depend on the department or team you're in, there are some general duties all workers should be aware of.

- Follow **ethical** principles and workplace behaviour.
- Follow both mandatory and voluntary **codes of practice and conduct** specific to your industry, workplace and job role.
- Do what your job description or employment arrangements require.
- Keep informed about your supervision and accountability requirements – including WHS.
- Follow environmentally sustainable working practices.
- Understand organisational and team structures.

Services & Facilities of the Industry



Tourism Industry Characteristics

- Requires a high number of staff
- Operates 24 hours a day, 365 days a year
- Experiences seasonal fluctuations
- Caters for local, intrastate, interstate and international markets
- Links with other business and industry sectors
- Offers tangible and intangible products & services
- Focuses on customer service
- Provides career opportunities at all levels
- Promotes international understanding and good will
- Contributes approx. \$81 billion to the Australian economy annually
 - \$21 Billion by international tourists
 - \$60 Billion by domestic tourists
- Provides staff with transportable and transferable skills

Divisions and Departments

- Hospitality businesses will have a different layout and structure depending on their size and the needs of the business.
- Departments can be divided into two groups:
 - Operational
 - Food & Beverage; Front Office; Housekeeping
 - Support
 - HR; Sales & Marketing; Finance



Hospitality Departments

Front Office

- Provides services to and administers the reservation and reception section of the establishment
- The initial contact point with customers



Hospitality Departments

Front Office

Accommodation Service

- The industry offers a range of rooms available for short, medium and long term stays in establishments that provide some or all of the other services listed
 - Accommodation can be divided into categories such as world class (4-5 Star), mid range (2-3 Star) and budget / economy (caravan park / backpacker accommodation)



Hospitality Departments

Housekeeping

- Maintaining an establishments standards
- Provides a visual first impression of an establishment
 - Cleaning and general maintenance of guest rooms and common areas
 - Internal services: ie. Linen to other departments



Hospitality Departments

Food & Beverage

- Offers and maintains all food & beverage outlets in establishment
- Sometimes divided into smaller departments:
 - Bars, restaurants, room service, banquets & functions, bottle shop, kitchen & stewarding, cellar, staff canteen
 - Kitchen operations falls within F&B.



F&B Service

- Outlets range from dining restaurants to take-away food shops and simple bar service.

Hospitality Departments

Food & Beverage

Function & Convention Service

- Facilities include meeting rooms, convention centres or large function rooms, catering for conferences, special events such as weddings, and international marketing events such as product launches.
- Most establishments are geared for advanced forms of communication such as video-conferencing.



Hospitality Departments

Human Resources

- Maintains efficient and adequate staffing levels
- Promotes safe, healthy, fair & equitable working environment
- Trains staff
- Governed by organizational policies & procedures and legislative requirements



Hospitality Departments

Sales & Marketing

- Selling the establishments services & facilities
- Generating income through reservations



Hospitality Departments

Finance / Accounts

- Manage all accounts and financial transactions
- Monitor revenue and expenditure



Hospitality Departments

Gaming

- Provide and manage gaming facilities such as Keno, card games and poker machines.

Gaming Services

- Some offer full casino gambling facilities.
 - Often combine their gaming service with other services, e.g. accommodation, food, beverage, and entertainment.



Hospitality Departments

Leisure

- Ensure the leisure interests of the guests are satisfied.

Recreation Service

- This may range from exercise classes and gymnasiums, saunas and swimming pools to massage and beauty therapy services.
- Some establishments have golf courses, horse riding and other sporting activities as well as organised tours, boat trips and cultural events.



NOTE: Smaller establishments may have Front Office look after 'Leisure Activities & Services'

Hospitality Departments

Leisure

Relaxation Service

- Many establishments specialising in relaxation are located in remote areas in pleasant surroundings. They offer visitors quiet environments with minimal disturbance.
- Services can include yoga, meditation, massage and other forms of alternative health care



NOTE: Smaller establishments may have Front Office look after Leisure Activities & Services

Hospitality Departments

Entertainment

- To entertain guests, with shows, cabarets, concerts, discos, dancing, cultural events, etc.

Entertainment Service

- Providing entertainment is very expensive.
- The larger events are usually in auditoriums or ballrooms.
- Many pubs provide live music and dancing for patrons.



Hospitality Departments

Maintenance

- Repair & maintain the furniture, fixtures and equipment of the establishment



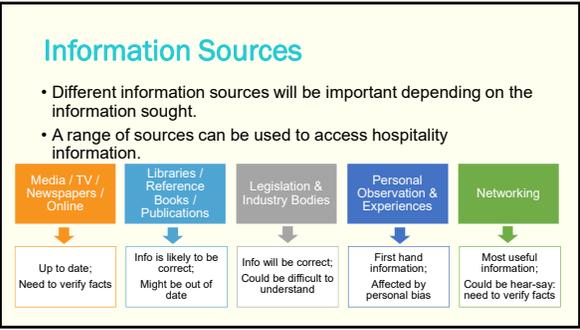
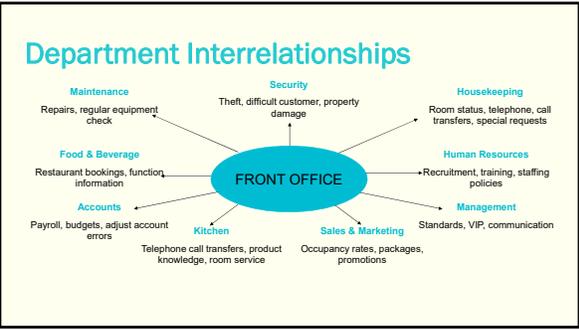
Hospitality Departments

Security

- Provide a safe and secure environment for customers and staff

Security Services

- Range from patrolling properties to safety deposit boxes and liaison with the police and other forces which might protect VIP guests.
- In many establishments this service involves the use of hi-tech security and surveillance systems

Applying Industry Knowledge

- **New Technology:**
 - Being up to date with current technology trends will keep your business current
- **Industry Trends:**
 - This could be areas such as type of food that's in trend or particular linen for beds
- **Customer Experience:**
 - *'Knowledge is key'*. The more information your employees have, the better they are equipped to provide superior customer experiences
- **Employee Empowerment and Development:**
 - Through development you can build a team and promote within

