SITHIND002

# Source and use information on the hospitality industry

Application:

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

## Key terms and concepts

|  |  |
| --- | --- |
| Anti-discrimination  | Legislation which prohibits treating people differently because of their race, sex, disability, sexual orientation, age etc. |
| Award | A set of minimum conditions negotiated between the industry, union and government that set terms of employment for employees that the employer must follow. |
| Career pathway | An individual’s course of job progression. |
| Duty of care | The moral or legal obligation to ensure the safety and well-being of others. |
| Employee responsibilities | The obligations of workers in their workplace, for example to act in a safe and ethical manner at all times and to follow organisational procedures and codes of conduct. |
| Employee rights | What is due to a worker. |
| Employer group | An association for those who employ others. |
| Employer rights | What is due to a person who employs others. |
| Enterprise agreements | Legal documents setting out the rights, entitlements and obligations of employers and employees of a particular organisation or industry. |
| Employer responsibilities | Obligations of those who employ others. |
| Equal Employment Opportunity (EEO) | Legislation ensuring that all applicants for a job are treated equally so that the best person is chosen. |
| Guidelines | Rules or principles that provide guidance for appropriate behaviour in the workplace. They may be set by individuals, enterprises, governments or societies. |
| Industry sectors | The hospitality and tourism industries are divided into categories based on similar services and products provided. For example Accommodation and Meeting and Events. |
| Key departments in a hospitality enterprise | Specific areas in a hospitality enterprise that have specific roles to allow for the functioning of the enterprise. These include: |
| Rooms Division (front office and housekeeping) | Front office - services and administers the reservation and reception section of the enterprise.Housekeeping - maintains an enterprise’s standards of hygiene, cleanliness and comfort. |
| Food and Beverage | Provides food and beverage services. |
| Food Production | Is responsible for the purchasing, storage, preparation and cooking of food for an enterprise. |
| Banqueting | Provides a special menu honouring a particular guest or occasion. |
| Clubs | Associations organised for a purpose such as the provision of social, welfare and sporting activities. Many clubs in NSW have buildings that provide for the needs of their members. |
| Gaming | Provides and manages gaming services. |
| Sales and Marketing | Actively promotes an enterprise. |
| Human Resources | Recruits and trains employees. |
| Financial Control/Accounts | Administers the accounts of the business. |
| Security | Ensures safety and security of guests, staff and valuables. |
| Maintenance | Repairs and maintains the furniture, fixtures andequipment of an enterprise. |
| Legislation | Laws passed by the Federal or State Parliaments. Legislation relevant to the hospitality industry includes: |
| Work Health and Safety Act 2011 | Protects the health and safety and welfare of all workers at work. It also protects the health and safety of all others who might be affected by the work.  |
| Anti-Discrimination Act 1977 (NSW) | Protects individuals from being discriminated against because of characteristics such as their race, gender, age, sexual preference, marital status, disability or religion. The aim of this legislation is to ensure that fair and equal service is provided to everyone. |
| Workers Compensation Act 1987 (NSW) (as amended) | Focuses on injuries that occur to employees at work or whilst traveling directly to and from work. It stipulates that all enterprises must have insurance that will cover the injured worker’s medical expenses and rehabilitation costs. |
| Liquor Act 2007 and Responsible Service of Alcohol | Covers all aspects of liquor that is offered for sale in licensed enterprises. It includes licensing hours, hours of operation, training staff must undertake, the responsibilities of employers in selling alcohol, harm minimisation, as well as offences and legal proceedings. |
| Gaming Machine Act 2005 NSWGaming Machines Regulations 2002 (NSW) | Regulate the use of gaming machines, including the number of machines in a venue, signage that must be put in place, the dangers of problem gaming, actions that must be adopted to address problem gamblers, such as displays clocks or counselling, signage and how prizes should be awarded.They also ensures that fair practices are used for gaming equipment. |
| Responsible Conduct of Gaming/Gambling | Training required for all employees involved in gaming. It educates staff on their responsibilities in working in a gaming environment and provides them with the knowledge of how to identify problem gamblers. |
| Smoke Free Environment Act 2000 (NSW) | Stipulates that no smoking is allowed in any enclosed areas within the enterprise in order to prevent non-smokers from passive smoking and particularly to protect the health of employees. |
| Privacy Act 1988 (amended) | Aims to promote and protect the privacy of individuals and how Australian government agencies and organisations handle personal information |
| Quality assurance | A system to maintain standards in a business. |
| Regulations | Detailed documents which support legislation. |
| Research skills | Ability to search for knowledge. |
| Trade union | Organisation of employees that represent the interests of the employees in a particular industry. |
| Work ethic | A workplace philosophy where employees demonstrate reliability, willingness to learn, effective communication and the ability to get along with others. |
| Workplace relations | The interaction of the employer and employee within the enterprise. It includes recruitment, selection, training, development, employees, conflict resolution and separation (that is when employees leave the business). |

### Important notes

#### Sources of information

##### Importance of keeping up to date

If you are working or wishing to work in the hospitality industry, it is important to be up to date with current with industry information. Even people who have had long careers in the hospitality industry need to keep up to date with current trends and changes in the industry. This is because currency helps to:

* maintain professionalism
* ensure quality service
* better promote products and services
* improve working relationships.

For instance, in the day-to-day activities of a hospitality enterprise, an up to date employer can implement current legislation, a chef may prepare menus that reflect the latest food trends and the concierge will be aware of local attractions to inform guests. In addition, because the hospitality industry is closely linked to the tourism industry, knowledge of current market groups is important in order to meet the needs and expectations of customers.

Having an up to date knowledge of the hospitality industry is also important for the Higher School Certificate examination. Students are expected to use correct industry terminology, give detailed industry examples and demonstrate understanding of current issues affecting the industry.

##### Where and how to source current industry information

The following suggestions are all valuable sources of current industry information:

* **Media**- Watch out for stories about the industry that appear in newspapers, on the news, on radio etc.
* **Reference books**- Read facts about the industry or just observe latest food trends in current recipe books.
* **Libraries**– These provide free reference material. Libraries located at sites that deliver hospitality courses have more information relating to the hospitality industry.
* **Industry journals -** Subscribe to and read trade magazines and publications, such as those from the Restaurant and Catering Association of Australia.
* **Internet**- Surf the Internet and use industry and government websites to find out information such as latest legislation and current tourism statistics.
* **Information services** - Visit food and trade shows, talk to careers advisers and attend training programs and seminars.
* **Personal observations and experience** – Utilise work opportunities in the industry and observe latest trends when dining out.
* **Colleagues, supervisors and managers** – Question people who you work with in the industry about aspects of hospitality.
* **Industry contacts, mentors and advisors**- Contact hospitality associations and network with people who are involved in the hospitality industry.
* **Workplace documents and manuals**

##### Research skills

When searching for information it is important to use appropriate research skills. The following tips will help you:

* Make sure the source is credible.
* Identify relevant information only.
* Use appropriate questioning techniques, eg who, what, how, when.
* Sort, summarise and present information collected in a logical and appropriate manner.

##### Updating information

Computer databases

Keep contact details for personal contacts, workplaces and associations on a database so you can update information easily.

Hard copy files

Keep files of hard copies of current industry information. Date information and replace older information with updated information you collect from sources such as newspapers.

Sharing information

The hospitality industry disseminates current information to their customers and colleagues through a variety of channels. These include:

* **Direct mail**- For instance customers on a data base are often sent brochures about current promotions through direct mail. Staff members commonly receive information such as memos, handouts or messages in pigeonholes.
* **Corporate websites and e-newsletters -** Many industry associations send out electronic newsletters (e-newsletters) to members and many larger hospitality enterprises have web pages and Intranet sites to inform staff and customers.
* **One-on-one communication**. Employees are often kept up to date with industry developments by one-on-one communication, either on the job or at meetings, training sessions and seminars or through workplace conversations.

#### Industry sectors

|  |  |  |
| --- | --- | --- |
| Industry sector | Role and service offered | Examples of businesses |
| Accommodation | Provide shelterIn addition some accommodation businesses provide food andbeverage, entertainment and leisure activities | * Hotels
* Motels
* Resorts
* Guesthouses
* Camping grounds
* Youth hostels
* Caravan parks
 |
| Food and beverage | Prepare, serve and clean up food and drink | * Restaurants
* Cafés
* Fast food outlets
* Bars
* Caterers
 |
| Meetings and events (Meetings, Incentives, Conventions, Exhibitions - MICE) | Coordinate products and services provided by other sectors of the tourism industry to facilitate meetings, conventions, exhibitions and other events | * Professional conference organisers
* Festival planners
* Convention centres
 |
| Gaming | Offer gaming services, such as TAB, Keno, card games and poker machines | * Registered clubs and hotels
* Casinos
 |
| Entertainment and recreation | Provide entertainment and recreational activities for guests. For example shows, games, dancing, sports or children’s activities | * Museums
* Clubs
* Galleries
* Theme parks
 |
| Travel and tours/tourism | Responsible for the planning, administration and provision of all necessary travel information and services to tourists and travellers | * Travel agents
* Tour operators
* Car rental companies
* Coach companies
* Cruise ships
 |
| Visitor information services | Provide visitor services to tourists and visitors to a destination, including information and, in some cases, reservations | * Visitor information centres
* Regional, State and National tourism offices
 |

Interrelationship between sectors

This refers to the way in which different sectors of the industry interact with are and are dependent on each other.
Examples include:

* A music show (entertainment) in a restaurant or bar (food and beverage)
* Room service (food and beverage) in a hotel (accommodation)
* A travel agent (travel and tours) making reservations for tourists in a restaurant (food and beverage).

If one sector suffers from a downturn in trade, other sectors are commonly affected. For example, if there is a strike within the travel and tours sector and flights are cancelled, accommodation, food and beverage and visitor services sectors will be affected because of reduced tourist numbers.

Many establishments combine sectors. For instance a casino may have table gambling as well as accommodation, food and beverage, entertainment, visitor transport from the airport and visitor advice.

##### Key departments in hospitality enterprises

|  |  |
| --- | --- |
| Department | Roles and functions |
| Food and beverage | * Serve food and beverages
* Prepare beverages
* Greet and seat guests
* In large establishments the food and beverage department is sometimes divided into smaller departments, including bars, restaurants, room service, cellar, stewarding, banquets and functions.
 |
| Front office | * Reservations
* Check guests in and out
* Allocate rooms
* Security of valuables
* Porter services
* Reception
* Business services- such as preparing guest accounts
 |
| Food production | * Plan menus
* Prepare food
* Purchase and store food
 |
| Housekeeping | * Clean rooms and public areas
* Deliver newspapers
* Provide additional towels, cots, blankets etc to guests
* Laundry and dry cleaning
 |
| Gaming | Operate and maintain electronic games such as Keno, poker machines, table games such as Blackjack and TAB services such as horse racing |
| Sales and marketing | * Advertise and promote the establishment
* Devise package deal
* Conduct market research
 |
| Human resources | * Train staff
* Recruit staff
* Conduct interviews
* Manage staff records, eg leave and salaries
* Keep staff informed of their workplace rights and responsibilities
 |
| Financial Control/ accounts | * Monitor incoming and outgoing revenue
* Pay suppliers
* Prepare wages
* Collect money that is owing
* Prepare financial reports and budgets
 |
| Maintenance | Ensure equipment and building are maintained, eg gardening, painting, electrical work. Often contractors are employed but the maintenance department oversees the work. |
| Security | * Secure cash
* Handle troublesome guests or intruders
* Secure the building and grounds
 |

Inter relationship between key departments

This refers to the way in which different departments in a hospitality establishment interact with and are dependent on each other.

Examples include:

* Front office advises Housekeeping which rooms are becoming vacant because guests are departing.
* Maintenance advises Front Office of any disruption to services such as hot water.
* Front office generates statistical information for the Sales and Marketing team.
* Food production advises Food and beverage wait staff of changes on menus such as the soup of the day.
* Housekeeping refers reports of theft from a room to Security.

##### Industry overview

Working conditions

The table below outlines many of the issues relating to working conditions in the hospitality industry:

| **Work condition** | **Issue** |
| --- | --- |
| **Awards** | An award is a legal document that binds employers to provide certain minimum conditions for their employees. These conditions cover hours of work, pay rates, leave entitlements, training and safe work practice. They are negotiated between the industry, union and government and can be either Federal (covering all employees in Australia) or State (covering employees in a particular State). |
| **Contract of employment** | These are signed by individuals when they begin employment. The contract will state how the individual is paid, either according to an award or an enterprise or workplace agreement. They may include other terms of employment such as uniform requirements and hours of employment. |
| **Enterprise agreement** | These are contracts between the employer and employee(s) and sometimes a union, which negotiates different conditions from those set out in the award. An enterprise agreement usually relates to a specific business and is designed to meet the operation’s needs. The agreement must ensure employees are not “disadvantaged” by not being under an award. |
| **Workplace agreements** | A workplace agreement is a written agreement between an employer and an employee/s (or a union) that is lodged with the Workplace Authority. It outlines payment of employees and working conditions. |

Personal attributes of hospitality staff

To be an effective employee in the hospitality industry, individuals should possess the following attributes:

| **Employee** | **Attribute** |
| --- | --- |
| **Punctuality** | Employers want staff who arrive on time and are able to meet deadlines |
| **Honesty** | This is not limited to dealing with money and property. Colleagues and customers also expect honesty in their relationships. |
| **Attention to detail** | Achieving high standards makes both employers and customers happy as it demonstrates quality service and dedication. |
| **Personal presentation and grooming** | In hospitality employees are often the public face of the establishment. Good personal presentation provides a positive image to customers. |
| **Attitude** | Employers and customers expect staff to be courteous, polite, professional, cheerful, and helpful and demonstrate initiative. |
| **Confidentiality** | In the hospitality industry, employees are often required to deal with customers’ personal information, such as credit card numbers, passports and personal addresses and these must be protected. |
| **Consistency of service** | Customers notice inconsistency. Every task, whether 'plating up a meal' or cleaning a guest room must carried out to a high standard each time. |

Ethical issues

Ethics refers to what is morally right. Employees and employers need to act ethically when dealing with customers and colleagues. Common ethical issues in the hospitality industry include:

* **Confidentiality -** It is against the Privacy Act and bad for business to reveal information about customers and colleagues unless they are informed. Employees also need to keep trade secrets so that their enterprise maintains a competitive edge.
* **Pricing**- Customers must be fully informed of all costs before they purchase a meal or service. International guests who may not be familiar with costs must not be taken advantage of.
* **Tipping -** Tipping is not compulsory in Australia and customers should not be pressured to give tips.

Enterprise policies

In order to set standards for employees, many enterprises establish the following policies. These may include:

* **Code of conduct guidelines** - set out how employees should behave in an enterprise.
* **Ethics policy**- sets out the values of an enterprise that employees should respect such as honesty and integrity.
* **Privacy policy**- explains how an enterprise handles customer information. Employees are not permitted to use this information to their advantage and the enterprise must not pass on this information to any third party, such as a marketing company, without notifying the customer.

##### Career opportunities

Here are some of the common career opportunities available within the different sectors of the hospitality industry:

Food production

* Owner, operator, manager - manages the whole operation, hiring staff, marketing and ensuring profitability
* Executive/head chef /chef de cuisine - manages the whole operation of the kitchen such as ordering, stock control, planning menus and training kitchen staff
* Second chef/sous chef - second in command and manages day to day activities  of the kitchen
* Specialist chef /chef de partie - specialist cook in areas such as sauces, soups, fish, pastries, grills and roasts
* Assistant cook/commis chef - has completed an apprenticeship and works in any area of the kitchen preparing, cooking or finishing food
* Apprentice - trainee cook who works under the direction of a chef
* Kitchen hand - carries out cleaning duties and helps with simple food preparation

Food and beverage

* Owner, operator, manager - manages the whole operation, hiring staff, marketing and ensuring profitability
* Head waiter (Maitre d’) - organises service staff, allocates tables for bookings, greets guests and compiles staff rosters
* Food and beverage attendant - takes orders, serves food and or drinks to guests
* Trainee attendant/runner - assists the food and beverage attendant by removing plates, setting tables and picking up glasses

Gaming

* Secretary/club manager - manages the whole operation
* Gaming manager - ensures the smooth operation of the gaming area, organises rosters and staff training, and is involved in purchasing new gaming machines.
* Poker machine supervisor - responsible for providing customer service and managing gaming machine attendants and beverage attendants working in the gaming area. Also responsible for ensuring gaming machines are working properly.
* TAB/Keno operator, poker machine attendant - responsible for customer service in relation to the operation of gaming machines and games.

Housekeeping

* Executive housekeeper - has administrative responsibilities for the housekeeping department and ensures that it runs smoothly.
* Housekeeping supervisor (sometimes called the assistant housekeeper) - responsible for the day-to-day operations of the housekeeping department.
* Floor supervisor/ guest service supervisor - responsible for checking the cleanliness of the rooms.
* Room attendant - responsible for cleaning and maintaining the guest rooms to the establishment’s standards.

Front Office

* Front office manager - ensures the smooth operation of the front office, organises rosters, staff training
* Front office supervisor - responsible for ensuring professional, efficient and accurate performance of all front office tasks
* Concierge/head porter - in charge of all porters and advises the guests on attractions, tours, events and shows, and helps them with special requests.
* Porter - responsible for transferring the guest’s luggage to and from the room upon arrival and departure.
* Receptionist/guest services agent - works at the reception desk and handles all guest reservations and room allocations, welcomes guests, directs them to their rooms and hotel services, and makes out accounts and organises payments for departing guests.
* Car park attendant, porter, bell desk attendant, clerical assistant

##### Workplace relations

Employer groups

The following organisations are examples of groups that employers in the hospitality industry may belong for support and to source up to date information about the their industry:

* Restaurant and Catering Association of NSW
* Australian Hotels Association (AHA)
* Hotel, Motel and Accommodation Association (HMMA)
* Clubs NSW

Employer groups provide advice on wages, penalty rates, working conditions, and employment contracts. They may represent members at discrimination tribunals and may assist members to negotiate enterprise and workplace agreements. They also offer support and advice on implementing government policies and legislation and lobby governments on behalf of the industry for changes in policies and legislation.

In addition they can also undertake roles such as:

* developing goals and strategies for their industry
* providing information to the public about the industry
* awarding industry achievements
* representing the industry on boards and committees
* running promotional activities and marketing campaigns for the industry
* providing network and conference opportunities.

Unions

Many hospitality employees decide to join unions. The Liquor, Hospitality and Miscellaneous Workers Union is the main union representing hospitality employees and many large workplaces have a union delegate on site.

Unions provide their members with assistance and advice in the following areas:

* protection relating to issues in the workplace such as safety, unfair dismissal, poor working conditions, entitlements, award wages, discrimination and harassment.
* support to improve conditions for workers such as negotiating improved pay and working

##### Legislation

Most Commonwealth legislation that relates to the hospitality industry has State equivalent legislation. The Commonwealth legislation is usually set first and State governments modify the legislation so that it can be better implemented in their State. Local governments are responsible for implementing some legislation. For instance, councils employ environmental health officers to implement the Food Act.

The tables below summarise the relevant legislation for each of the major areas of the hospitality industry:

Hygiene

| **Legislation** | Food Act 2003 (NSW)(as amended) |
| --- | --- |
| **Main features** | Covers all aspects of food handling and production as well as the maintenance of premises where the food is stored, prepared and sold. |

Liquor

| **Legislation** | * Liquor Act 2007(NSW)
* Responsible Service of Alcohol (RSA) Regulation
 |
| --- | --- |
| **Main features** | Covers all aspects of liquor sold in a licensed enterprise. It includes licensing hours, hours of operation, training staff must undertake, the responsibilities of employers in selling alcohol, harm minimization, as well as offences and legal proceedings.Alcohol cannot be sold without a licence and only staff with a RSA certificate can serve it. RSA provides training on recognising the problems of alcohol abuse and knowing when to stop serving customers who may be becoming intoxicated. |

Environment

| **Legislation** | Smoke Free Environment Act 2000 (NSW) |
| --- | --- |
| **Main features** | Makes it illegal to smoke in an enclosed public place, thus preventing passive smoking. |

Gaming

| **Legislation** | Gaming Machine Regulation 2019 – NSW legislationGaming Machine Act 2001 |
| --- | --- |
| **Main features** | Includes the number of machines a venue is permitted to have, signage that must be put in place, the dangers of problem gaming, actions that must be adopted to address problem gamblers such as displays clocks or counselling signage, and how prizes should be awarded.Ensures that fair practices are used for gaming equipment.Staff working in gaming must have a RCG certificate to recognise and take action with problem gamblers. |

Health and safety

| **Legislation** | * Work Health and Safety Act 2011 (NSW)
* Work Health and Safety Regulation 2017 (NSW)
 |
| --- | --- |
| **Main features** | Determines what employers and employees must do to promote the safety and well-being of people in the workplace. |

Workers compensation

| **Legislation** | * Workers Compensation Act 1987 (NSW) (as amended)
* Workplace Injury Management and Workers Compensation Act 1998 (NSW)
 |
| --- | --- |
| **Main features** | Ensures employees are compensated for injury or sickness caused as a result of their employment. |

Consumer protection and trade practices

| **Legislation** | * Fair Trading Act 1987 (NSW)
* Trade Practices Act 1974 (Cth) (as amended)
 |
| --- | --- |
| **Main features** | Governs issues of product safety and product information. Ensures that businesses do not give false or misleading information in relation to products and services. |

Workplace relations

| **Legislation** | * Workplace Relations Act 1996 (Cth) (as amended)
* Workplace Relations Amendment (Work Choices) Act 2005
 |
| --- | --- |
| **Main features** | The aim of these acts is to ensure employers and employees negotiate fair wages and conditions, and to promote employment, living standards and welfare for Australians. |

Equal employment opportunity

| **Legislation** | * Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (Cth)
* Workplace gender equality Act 2012
 |
| --- | --- |
| **Main features** | Ensures that everyone is treated fairly and equally when seeking employment. Aims to improve and promote equality for both women and men in the workplace. |

Anti-discrimination

| **Legislation** | * The Anti Discrimination Act 1977
* Age discrimination Act 2004
* Sex Discrimination Act 1984 (Cth)
* Racial Discrimination Act 1975 (Cth)
* Disability Discrimination Act 1992 (Cth)
 |
| --- | --- |
| **Main features** | Ensures that people are not discriminated against on the basis of gender, religion, race, age, disabilities or sexual preferences. |

Privacy

| **Legislation** | * Privacy Act 1988 (Cth)
* Privacy Amendment (Private Sector) Act 2000 (NSW)
 |
| --- | --- |
| **Main features** | Provides security for personal information such as tax file numbers and credit information held by organisations. |

##### Environmental issues

Guidelines and legislation

The Environmental Protection Authority in NSW provides legislation, guidelines, standards and regulations for businesses, industry, local governments and households to follow in order to better preserve the environment. This includes legislation such as the Protection of the EnvironmentOperations Act 1997 NSW and the Smoke Free Environment Act 2000. As a result of this legislation, hospitality enterprises are endeavouring to recycle, reduce energy and water consumption, reduce waste and design more sustainable buildings.

Environmental impacts of the tourism and hospitality industries

Positive

* Tourism to certain venues may educate the public about the local environment and the importance of protecting the environment, eg the Great Barrier Reef.
* The tourism and hospitality industries often create employment and business opportunities in an area, contributing to the local economy.
* Hospitality and tourism buildings and venues are being designed and/or redesigned so that their impact on the environment is minimal and they blend in with the local environment better.
* Many enterprises are now employing more sustainable practices in order to promote a green image that appeals to consumers, eg using organic products, recycling, using less toxic chemicals and using more energy and water efficient fittings.

Negative

* The presence of buildings and tourists may destroy the local environment and habitat of native animals.
* The hospitality and tourism industries contribute to waste issues, eg food scraps, oil and chemical disposal.
* Many hospitality venues are noisy.
* The hospitality and tourism industries consume a lot of energy and water, eg electricity for air conditioning, refrigeration.

##### Other issues

Emerging markets

Traditionally most of Australia’s tourists have come from New Zealand, Japan, United Kingdom and the USA, but with more democratic governments and more financial resources in Russia and China these two countries, as well as other European and Asian countries, are predicted by many to be emerging markets for tourism. These emerging markets may bring about changes in the industry.

According to marketers, based on statistics from the Australian Bureau of Statistics, another emerging market is the large number of baby boomers (ie, people born in the years of prosperity which followed the end of World War II) who will retire in the near future and have more time to travel, as well as families with young children as a result of the recent baby boom.

Industry expansion or contraction

Industries expand and contract for many reasons but factors which can have a major impact include the economic environment, natural disasters, political unrest and terrorism, or major events such as Olympics, World Youth Day etc. The tourism and hospitality industries in Australia are currently expanding as a result of a good economy with high employment and relatively low interest rates. People are dining and travelling more and are prepared to borrow money to start up businesses in the industry.

Labour issues

Australia is currently suffering a shortage of skilled trades people such as chefs. Overseas trained staff are encouraged by the Federal government to apply for working visas and many young travellers are working in Australia’s hospitality industry.

Social issues

The hospitality industry is starting to address some social issues. The changing trend for single occupancy households has led to cafés, clubs and hotels becoming venues for people to socialise with friends.

Alcohol and gambling abuse have also been recognised as social problems, and the requirement that all employees in the hospitality industry are trained in the Responsible Service of Alcohol (RSA) and Responsible Conduct of Gaming (RGC) has been introduced.

Many food providers have also made an effort to produce healthier meals as a result of the growing diabetic and obesity trends in Australia.

Government initiatives

As a result of the labour shortage both the State and Federal governments have increased funding for trade and vocational courses. They are also promoting regional Australia as tourist venues to help build the economies of regional areas that have suffered as a result of the long drought and the closure of some major industries in these towns.

Quality assurance

Hospitality enterprises implement quality assurance programs to ensure that standards are maintained. This is important as it keeps customers happy and it ensures future business. A quality assurance program contains policies and practices to ensure that minimum standards are met. These include cleaning rosters, protocols for greeting guests, standard recipes, protocols for handling supplies, staff presentation standards, protocols for reporting safety and security risks etc.

##### Case study 1

Read the following information which can be found on the website of this (fictitious) hospitality organisation, under the heading Employment Opportunities.

The Promise Group is one of Australia’s largest organisations. We operate 10 licensed clubs across NSW, providing entertainment and recreation, gaming, meeting and events and, of course, food and beverage services to our members.

We offer a wide range of employment and career opportunities in key departments, including food production, food and beverage, gaming, front office, housekeeping and security. The progression of your career with the Promise Group depends on you. Many of our current managers began their careers in our organisation, as did many who have since moved on to other areas of the hospitality industry.

In our industry, there is only ever one reason behind success - and that is having a team that is committed to our members and guests. Therefore we are looking for people who have a passion to succeed in whatever they do, who get a real buzz from providing great customer service; and who thrive in a team environment.

Being in the hospitality industry means you are usually required to work when everyone else is playing! Therefore, we need you to be available to work on a rotating roster that will include weekend and evening shifts. We also look for personal attributes that make you deliver quality service to our members.

Employees are offered pay and conditions in line with the Club Employees (NSW state) award or an Australian Workplace Agreement (AWA), depending on the role. We are an Equal Employment Opportunity (EEO) organisation.

If you want to be considered for a position involving the service of alcohol in an area that also has gaming facilities you will be required to be trained in the RSA and RCG.

Send your CV to our PO address, marked to the attention of the Human Resource Department. Following the Federal government legislation, all personal information will be kept confidential and your details will not be passed onto third parties outside our organisation without your consent.

Questions

1. Identify three hospitality industry sectors within the Promise Group enterprise.
2. Name the legislation that allows this organisation to sell alcohol.
3. Predict one entry-level position that may be available for a prospective employee in each of the following key departments in this enterprise: Food production, Food and beverage, Gaming.
4. What do the following acronyms stand for: EEO, RSA, RCG?
5. Explain the difference between an award and an AWA.
6. Identify the personal attributes that employers expect hospitality staff to have.
7. Identify the legislation that ensures that personal details of club members and of applicants are kept confidential by the enterprise.

##### Case study 2

Read the following information and answer the questions which follow.

The TRS International Hotel provides accommodation, dining, and function and meeting facilities. The organisation has designed and implemented an Environmental Policy.

The hotel regularly conducts audits to assess how the hotel can reduce the amount of water it uses and energy emissions and waste it produces. By applying more environmentally friendly practices the hotel has not only contributed more positively to the environment but they are saving money and have gained a positive reputation with the public and the hotel industry. For example, a water audit saw the hotel reduce the water flow from taps, saving water and reducing the hotel’s water bills. The hotel has found that saving water, energy and waste did not affect the quality of service provided by the hotel.

Other environmental practices that have been implemented include:

* Office paper is reused wherever possible and then collected for recycling.
* Cardboard is compacted into bales and recycled.
* Glass and plastic are separated from general rubbish for recycling.
* Old towels are recycled as pool towels and rags.
* Old tablecloths are recycled as tray mats.
* Partially used toilet rolls are used in staff areas.
* Newspapers are collected by staff to use as garden mulch.
* Shredded paper is given to pet shops.
* Waste kitchen oil is collected and recycled by a local organisation.
* Candles and corks from restaurants and banquets are given to Girl Guides for use in craft work.
* Unused soap is retained and collected on a monthly basis by an organic farmer. The soap is treated and used on crops as an insecticide.
* Half empty bottles of shampoo and bath gel are collected by staff and used as dog wash.
* All guest rooms have been fitted with water efficient taps.
* Procedures are in place for lighting and air conditioning in unused public areas to be turned off unless required.
* Old bed linen, blankets and furniture are given to the Salvation Army.

Many of these practices were suggested at meetings conducted by the Environmental Committee within the hotel. This committee includes representatives from each department, who meet regularly to discuss environmental issues that affect the hotel. Each staff member receives a copy of the minutes of the meeting. Staff members are also kept informed of changes in practices through memos sent to their work email address and at staff meetings. The hotel sees that it is the duty of care of the employees to implement the practices.

Questions

1. What are the benefits of implementing an environmental policy for a hospitality enterprise?
2. List five environmental practices that may be implemented by hospitality enterprises.
3. How are staff members informed of current hotel practices at TRS International?

Multiple choice questions

Select the correct answer for the following questions.

1. Chris is interested in a career in hospitality. Which skill will best help Chris research the hospitality industry?
	1. Questioning techniques
	2. The ability to conduct surveys
	3. Teamwork
	4. Data entry skills
2. Which of the following best describes the objective of the Trade Practices Act (CTH 1974) legislation?
	1. To enforce Enterprise and Workplace agreements
	2. To protect the rights of the consumer
	3. To protect the rights of the employee
	4. To ensure equal opportunities in the workplace
3. Which of the following is a sector of the hospitality industry?
	1. Front office
	2. Food production
	3. Human resources
	4. Accommodation
4. Which organisation best protects the rights of employees in the hospitality industry?
	1. Restaurant and Catering Association of NSW
	2. Australian Hotels Association
	3. Clubs NSW
	4. Liquor, Hospitality and Miscellaneous Workers Union
5. What are three personal attributes that need to be demonstrated when working in hospitality?
	1. Cooking skills, attitude, honesty
	2. Computer skills, consistency of service, punctuality
	3. Punctuality, honesty, attention to detail
	4. Personal presentation, fine motor skills, physical fitness
6. What is a major role of the front office in a hospitality enterprise?
	1. Reservations
	2. Marketing
	3. Training staff
	4. Security
7. Which position is higher on a career pathway in the food production department?
	1. Sous chef
	2. Maitre d’
	3. Food and beverage steward
	4. Chef de partie
8. In the absence of an Australian Workplace Agreement (AWA) which of the following documents legally binds employers to provide certain minimum conditions for their employees?
	1. Enterprise agreement
	2. Contract of employment
	3. Industry awards
	4. Workplace agreement
9. Which sector of the hospitality industry does a fast food outlet located in a theme park belong?
	1. Accommodation
	2. Food and beverage
	3. Entertainment and recreation
	4. Travel and tours
10. Which of the following best describes the area covered by Equal Employment Opportunity legislation?
	1. Equal opportunities for women
	2. Equal opportunities for people from non-English speaking backgrounds
	3. Equal opportunities for men
	4. Equal opportunities for all workers

# Useful links

[The Fair Work website](https://www.fairwork.gov.au/) is a federal government website outlining the latest information on workplace relations legislation and explaining options for employment, such as awards and workplace agreements.

[The Australian Hotels Association](http://aha.org.au/) website provides information about current hospitality industry issues and trends, as well as information and support for employers and employees in the hospitality industry.

[The Accommodation Association](https://www.aaoa.com.au/) website provides current hospitality industry trends and is a support for employers and employees in the hospitality industry, providing information on current issues.

[Clubs NSW](https://www.clubsnsw.com.au/) provides current information on current issues affecting clubs such as workplace relations and licensing.

[The Restaurant and Catering Association of Australia](http://rca.asn.au/rca/) provides information on current trends and issues in restaurants and catering as well as information on careers in restaurants and catering.

[The Liquor, Hospitality and Miscellaneous Union](https://www.lhdunitedvoice.org/) provide support to hospitality employees with information on current workplace relations issues.

[The ACTU Worksite](https://www.actu.org.au/about-the-actu/the-actu-network) website provides information on the roles of unions, as well as information and case studies on award conditions, workplace agreements, work experience and workplace legislation,