

ANSWER GUIDE

SITHIND002

Source and use information on the hospitality industry



HOSPITALITY GROUP TRAINING

1. The Hospitality industry's structure is made up of 8 main sectors. List the sectors:

1. Accommodation
2. Food and beverage
3. Bar and pub
4. Nightclubs
5. Catering
6. Food trucks
7. Casino gambling
8. Events and meetings

2. Name 3 different types of sources where you can find information on the structure of the hospitality industry and how the industry operates.

Answers may vary but may include:

1. Websites
2. Experienced personnel
3. Trade magazines, journals, reference books, seminars
4. Developer of codes of conduct or ethics
5. Industry accreditation operators
6. Industry associations and organisations
7. Legislation relevant to industry
8. Training courses

3. Give an example of how your knowledge of the hospitality industry and its products and services help to improve the quality of your work performance?

Answers may vary but may include:

1. Improving skills and productivity
2. Producing food items to meet current market trends and customer expectations
3. Providing quality hospitality service
4. Suggesting new and improved ways of doing things
5. Work effectively with other sectors of the hospitality industry and suppliers
6. Working according to ethical industry practices and legal requirements for self and the organisation

4. Name 2 current and emerging technologies that you use in your day to day work activities

Answers may vary but may include:

1. iPad for order taking
2. Dimi computer software for managing bookings
3. Thermomix
4. Apps for daily tasks

5. Name 3 industries that are related/allied to the Hospitality industry, explain the relationship and why it is important.

Answers may vary but may include:

- Tourism industry – Hospitality and Tourism go hand in hand, they are interrelated, each industry relies on the other to survive e.g. hotel books tours for guests, Tourists and tour groups need food and beverages. Airlines bringing in tourists to area that need hotels F&B etc
- Transport industry – Taxi's, Uber's, Ola's, Didi support the hospitality industry by providing transport to and from hospitality venues
- Farming industry— farmers, butchers etc supply necessary products to the hotels, restaurants and cafes etc
- Training industry – providing training to employees.

6. What are the primary functions and key characteristics of the following industry associations? i.e. what do they do and how

The AHA addresses the central issues of shared concern to the hotel and hospitality industry. AHA keeps up to date with industry trends and helps to influence and shape the future of the industry.

AHA maintains current knowledge of all relevant political, economic, social, technological, environmental and legislative trends.

The AHA works closely with a number of industry bodies that promote and maintain the security of the hotel and hospitality industry within Australia: There are branches in every state or territory.

Restaurant and Catering Australia represent over 45,000 hospitality businesses. It was established in 1922 by café operators as a way of sharing information, saving money and talking to the government.

R&CA's strategic focus is to ensure owners and operators within the hospitality industry remain profitable and sustainable. R&CA also aims to support the continuous improvement of industry standards and professionalism in the sector.

The Safety Institute of Australia is the national association for the health and safety profession. Their vision is for safe and healthy workers in productive workplaces, and they pursue this vision by working to build the skills, knowledge and capability of the health and safety profession, and being a voice for that profession.

7. Name a union that represents the Hospitality Industry. What is the purpose of a Trade union?

Examples of unions may vary; the main union is provided below but there are others. A trade union represents its members to protect and further their rights and interests. A trade union that represents the Hospitality industry is United Voice- United Voice is a union of workers organising to win better jobs, stronger communities, a fairer society and a sustainable future.

Australian works union

United workers union and other general member unions.

8. There are many laws and legislation that employees working in the hospitality industry must follow. What are the five main areas? For each of your answers state a possible outcome to the business or individual for non-compliance:

Law or legislation area	Consequence of non-compliance
Food Safety	Business gets shut down, fines, imprisonment, food poisoning
Responsible service of alcohol	Loss of license, fines, loss of job
Responsible conduct of gaming	Loss of license, fines, loss of job
Local community protection relating to delivering services and requirements to maintain the lifestyle of the neighbouring residents e.g. level of noise coming from a venue	Police can ask a venue to keep the volume down between the hours of 12 and 8am, failure to comply can result in loss of business, fines and loss of license
Equal opportunity law	The business can be sued, the individual can be sued. Can be taken to court and fined.

9. Name 3 ethical issues that specifically relate to the hospitality industry.

1. Use of plastic containers and straws
2. Penalty rates affecting workers in the industry
3. Hiring of illegal immigrants into low paid jobs,
4. Not paying staff correctly
5. Tips – keep for yourself or pool?
6. Kickbacks – individual perks e.g. Chef getting meat from the meat supplier for using them (for his own consumption)
7. Gratuities/gifts

10. List 4 job roles within the hospitality industry and give a brief description of their responsibilities

Answers will vary but may include:

- Chef/cook – prepare food, follow instructions of supervisors, clean kitchen, cook food using various methods of cookery, use a variety of commercial equipment.
- Wait person – greet customers, provide good product knowledge, take orders, serve food and beverages, process financial transactions
- Receptionist – greet customers, display good product knowledge of hotel and surrounding area, check in guests, deal with enquiries, work/liase with other departments, check out guests, organise bookings
- Barista – greet customers, take orders, display good product knowledge, prepare and present a range of espresso beverages, serve, handle transactions, follow instructions from supervisors.

Case study answers

Sarah is 18 and currently working in a restaurant as a waitress, she has been employed as a food and beverage attendant level one (**not junior rate**) under the Hospitality general award and is unsure as to whether she is receiving the correct wage rate for her age. Research the Hospitality General award through Fair Work and answer the following questions. www.fwc.gov.au

1. What is the minimum rate of pay should Sarah should receive?

\$20.06 (as of 06/01/2020) subject to increase each July 1st.

2. If employed as a casual employee what is the casual loading on her rate of pay?

25%

3. What is the minimum number of hours that Sarah can work as a casual each day?

2

4. What is the maximum number of hours that Sarah can work as a casual each day?

12

5. What is a regular casual employee?

A regular casual employee means a casual employee who is employed by an employer on a regular and systematic basis for several periods of employment or on a regular and systematic basis for an ongoing period of employment during a period of at least 12 months.

6. What is the entitlement for breaks under this award?

An employee (including a casual employee) who is required to work a shift of more than five hours and up to six hours may elect to take an unpaid meal break of up to 30 minutes during the shift and the employer shall not unreasonably refuse the request.

7. When would overtime rates be paid to a casual employee and what would they get for up to 2 hours overtime working Monday to Friday?

All time worked over the maximum hours worked in a day (12) or a week (38) will be overtime and paid at 150% of their ordinary hourly rate for the first 2 hours, Monday to Friday.

8. At what grade would Sarah become a supervisor?

Grade 5

Now find information for Sarah on Training Pathways to take if she wants to progress her career within the Hospitality Industry.

9. What training courses/ qualifications can Sarah undertake to help her progress within the industry?

Answers may vary but may include:

Complete Cert II, III, IV and Diploma in Hospitality, complete a Barista course including Food Safety. Undertake any in house training her employer offers her.

10. What possible career opportunities and job roles are available to Sarah?

Answers may vary but may include: Supervisor, Venue Manager, Owner of her own business

Sources to aid answers for Q9 and 10 include:

Training.gov.au

Seek