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## Latest release

Sub-major Group

# 47 Hospitality Workers

## OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

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Released 6/12/2024

### 47 Hospitality Workers

Provide hospitality services to patrons of hotels, bars, cafes, restaurants, casinos and similar establishments.

#### OSCA skill level

The occupations in this sub-major group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience
- Skill Level 5: AQF Certificate I, or compulsory secondary education

Minor Group

## 471 Hospitality Workers

Provide hospitality services to patrons of hotels, bars, cafes, restaurants, casinos and similar establishments.

#### OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience
- Skill Level 5: AQF Certificate I, or compulsory secondary education

**Unit Group**

## 4711 Bar Attendants

Prepare, mix and serve alcoholic and non-alcoholic drinks to patrons in bars in licensed establishments.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

**Occupation**

## 471131 Bar Attendant

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

**Alternative titles**

- Bar Steward
- Bartender

**Specialisation**

- Mixologist

**Skill level: 4****Main tasks**

- Takes orders from patrons for drinks
- Prepares and serves alcoholic and non-alcoholic drinks to patrons
- Creates and follows cocktail recipes using garnishes and other specialised ingredients
- Checks identification to verify legal drinking age
- Cleans and maintains bar area, including equipment and utensils

- Stocks and replenishes bar inventory and supplies
- Monitors patrons for signs of intoxication and refuses service as necessary
- Assists with bar opening and closing procedures

**Unit Group**

## 4712 Baristas

Prepare and serve espresso coffee and other hot beverages to patrons in cafes, coffee shops, restaurants and dining establishments.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

**Occupation**

## 471231 Barista

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

**Skill level: 4****Main tasks**

- Operates coffee machines and other equipment to brew and prepare beverages
- Grinds coffee beans and measures out appropriate amounts for each order
- Froths milk and adds it to coffee to create specialty drinks
- Cleans and maintains coffee machines, equipment and work areas
- Stocks and replenishes coffee beans, milk options and other supplies, such as flavoured syrups, drinking chocolate or chai powder
- Provides information and recommendations to customers on coffee and beverage options

**Unit Group**

## 4713 Cafe Workers

Sell and serve food and beverages for consumption on premises in cafes and similar establishments.

## OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 5: AQF Certificate I, or compulsory secondary education

Occupation

## 471331 Cafe Worker

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

### Alternative titles

- Cafe Assistant
- Cafe Attendant

### Specialisation

- Canteen Attendant

### Skill level: 5

### Main tasks

- Takes customer orders for food and beverages
- Handles seating arrangements for customers and sets aside tables for reservations
- Performs routine cleaning procedures such as clearing and wiping down tables, chairs and counters, and cleaning dishes
- Stocks and replenishes food and beverage supplies, such as refilling drink fridges or food displays
- Handles customer payments

Unit Group

## 4714 Gaming Attendants, Dealers and Croupiers

Provide gaming services, assist patrons within casinos and other gambling establishments, and maintain electronic gaming machines and areas.

## OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

### Occupation

## 471431 Gaming Attendant

Assists patrons in a gaming venue, and maintains electronic gaming machines and areas. Gaming Dealers and Croupiers are excluded from this occupation. Gaming Dealers and Croupiers are included in Occupation 471432 Gaming Dealer or Croupier.

### Specialisations

- Cage Cashier
- Poker Machine Attendant

### Skill level: 4

### Main tasks

- Maintains electronic gaming machines and online systems in a gaming venue
- Assists patrons with using gaming machines and online systems
- Operates and reconciles EFTPOS and point of sale terminals, including systems to return patron winnings by exchanging chips and tokens
- Monitors guest behaviour and spending, and follows venue procedures to maintain responsible gaming practices
- Assists with food and beverage services and cleaning services

### Occupation

## 471432 Gaming Dealer or Croupier

Provides gaming services within a casino or other gambling establishment.

Gaming Attendants are excluded from this occupation. Gaming Attendants are included in Occupation 471431 Gaming Attendant.

## **Skill level: 4**

### **Main tasks**

- Operates gaming tables and equipment according to established rules and procedures
- Deals cards, spins roulette wheels and operates other gaming equipment
- Collects bets, pays out winnings and resolves disputes or discrepancies
- Monitors players to ensure compliance with gaming rules and regulations
- Provides information and assistance to players regarding game rules and procedures
- Handles cash and chips accurately and securely
- Monitors and reports suspicious or illegal activities to the Gaming Supervisor
- Assists in the setup and dismantling of gaming tables equipment

#### **Unit Group**

## **4715 Hospitality Supervisors**

Supervise the operations of establishments which provide hospitality services.

Accommodation Service Managers, Cafe or Restaurant Managers and Licensed Club Managers are excluded from this unit group. Accommodation Service Managers are included in Occupation 161131 Accommodation Service Manager. Cafe or Restaurant Managers are included in Occupation 161231 Cafe or Restaurant Manager. Licensed Club Managers are included in Occupation 161531 Licensed Club Manager.

### **OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

#### **Occupation**

## **471531 Bar Supervisor**

Supervises the operation of a bar in a licensed establishment.

### **Skill level: 3**

### **Main tasks**

- Supervises the daily operation of the bar and bar staff
- Controls the scheduling and rostering of staff

- Maintains quality standards for the service of alcoholic and non-alcoholic beverages
- Trains and develops Bar Attendants and other bar staff
- Ensures bar staff comply with all licensing and registration requirements
- Conducts venue opening and closing procedures, including the handling of cash
- Oversees the stocktake and inventory control of the venue
- May prepare and serve alcoholic and non-alcoholic drinks to patrons

**Occupation**

## 471532 Cafe or Restaurant Supervisor

Supervises the operation of a cafe, restaurant or related establishment to provide dining or takeaway services.

Bar Supervisors are excluded from this occupation. Bar Supervisors are included in Occupation 471531 Bar Supervisor.

### Alternative title

- Food and Beverage Supervisor

### Skill level: 3

### Main tasks

- Supervises the daily operation of a cafe or restaurant
- Supervises and supports the scheduling and rostering of staff
- Maintains quality standards for the service of food and alcoholic and non-alcoholic beverages
- Assists with training and developing Cafe Workers, Waiters and other staff
- Ensures staff comply with all licensing and registration requirements
- Conducts venue opening and closing procedures, including the handling of cash
- May prepare and serve food and alcoholic and non-alcoholic beverages to patrons

**Occupation**

## 471533 Front Office Supervisor (Accommodation)

Supervises and supports the daily operations of the front desk at an accommodation establishment.

Front office managers (Hotel) are excluded from this occupation. Front office managers (Hotel) are included in Occupation 161131 Accommodation Service Manager.

### Alternative title

- Guest Services Supervisor

### Skill level: 3

### Main tasks

- Ensures that the front office team is well-prepared, adequately staffed and meets service standards
- Assigns tasks and responsibilities to accommodation service workers and maintains attendance records and rosters
- Assists in managing guest check-ins, check-outs and enquiries
- Assists with resolving any guest issues or special requests
- Collaborates with the front office manager to optimise room occupancy and assign rooms based on preferences and availability
- Trains and mentors front desk staff with ongoing coaching and feedback, to improve their skills and knowledge
- May perform front office and accommodation reception duties

### Occupation

## 471534 Gaming Supervisor

Supervises the daily operations of gaming activities at a casino, hotel or club.

Gaming managers are excluded from this occupation. Gaming managers are included in Occupation 161531 Licensed Club Manager.

### Specialisation

- Casino Gaming Inspector

### Skill level: 3

### Main tasks

- Supervises the gaming activities of an establishment and ensures rules and regulations are adhered to
- Supervises and supports the scheduling and rostering of staff
- Ensures that gaming activities run smoothly
- Monitors and reports suspicious or illegal activities to the appropriate authorities

- Monitors cash drops to cashiers
- Verifies cash and colour chip change involving larger amounts to ensure correctness
- Observes and responds to incidents and settles disputes
- Trains and mentors Gaming Attendants, Dealers and Croupiers to improve their skills and knowledge
- May check playing cards, roulette wheels and dice to confirm validity

**Occupation**

## 471535 Housekeeping Supervisor

Supervises the daily operations of a team of Commercial Housekeepers.

Executive housekeepers are excluded from this occupation. Executive housekeepers are included in Occupation 161131 Accommodation Service Manager.

**Skill level: 3****Main tasks**

- Allocates rooms and duties to an accommodation housekeeping team
- Coordinates the housekeeping workforce to meet daily deadlines
- Ensures suites are turned around as quickly and efficiently as possible
- Upholds accommodation's cleanliness standards, and conducts daily inspections for assigned rooms
- Trains and mentors the housekeeping team
- Works with the executive housekeeper to maintain a high standard of appearance of suites, public areas and back of house

**Unit Group**

## 4716 Sommeliers and Waiters

Serve food and beverages in hotels, restaurants, clubs or dining establishments, and provide advice on the matching of wine and other alcoholic beverages with food menu items.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

**Occupation**

## 471631 Sommelier

Advises customers and businesses on the matching of wine and other alcoholic beverages with food menu items.

**Skill level: 3**

**Main tasks**

- Curates and updates the wine list for the establishment
- Provides guidance to Chefs and kitchen staff on pairing wines and other alcoholic beverages with menu items
- Decants, presents and pours wines for customers
- Collaborates with vendors and suppliers on the procurement of specific beverages
- Keeps up to date on wines and other beverage releases and seasonal trends
- Tastes and evaluates new wines ensuring they meet the appropriate standards
- Trains front of house staff to ensure customers are recommended wines and other alcoholic beverages that match with food menu items

**Occupation**

## 471632 Waiter

Serves food and beverages in a hotel, restaurant, club or dining establishment.

**Alternative title**

- Food and Beverage Attendant

**Specialisation**

- Fine Dining Waiter

**Skill level: 4**

**Main tasks**

- Sets up tables and arranges seating for customers
- Takes orders from customers for food and beverages
- Provides recommendations and suggestions to customers regarding menu items
- Clears tables and ensures the dining area is clean and presentable
- Handles customer enquiries and resolves issues or complaints
- Takes payment from customers

- Stocks and replenishes supplies and inventory as needed
- Follows health and safety regulations and maintains a clean and hygienic work environment

**Unit Group**

## 4719 Other Hospitality Workers

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

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 5: AQF Certificate I, or compulsory secondary education

**Occupation**

### 471931 Bar Useful

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.

**Alternative titles**

- Bar Back
- Glassie

**Skill level: 5****Main tasks**

- Collects used dishes, cutlery and glasses, and returns them to the kitchen or bar
- Clears bottles, wipes tables, bars and spillages, and empties bins and ashtrays to maintain a clean environment
- Assists in setting up tables for customers
- Restocks supplies such as napkins, straws and condiments
- May assist in maintaining cleanliness of restrooms and other public areas

**Occupation**

### 471932 Doorperson or 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.

### Specialisation

- Bell Attendant

### Skill level: 5

### Main tasks

- Welcomes guests or passengers and provides assistance with their luggage
- Escorts guests or passengers to their rooms or designated areas
- Provides information and assistance to guests or passengers regarding the accommodation establishment or transport terminal
- Assists guests or passengers with check-in and check-out procedures
- Handles and stores luggage in a secure and organised manner
- Responds to guest or passenger enquiries and resolves any issues or complaints

### Occupation

## 471999 Hospitality Workers nec

This occupation group covers Hospitality Workers not elsewhere classified.

### Skill level: 5

### Occupations in this group include:

- Cellar Hand (Hotel)
- Concierge (Hospitality)
- Hospitality All Rounder
- Wardrobe Attendant