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Sub-major Group

16 Hospitality and Retail Managers

OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

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16 Hospitality and Retail Managers

Organise and control the operations of establishments which provide accommodation, hospitality, entertainment, fitness, sports and retail services.

OSCA skill level

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

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

Minor Group

161 Hospitality, Tourism and Venue Managers

Organise and control the operations of establishments which provide accommodation, hospitality, entertainment, fitness and sports services.

OSCA skill level

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

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

Unit Group

1611 Accommodation Service Managers

Manage and coordinate the activities of accommodation service workers.

Front Office Supervisors, Hosted Accommodation Operators and Housekeeping Supervisors are excluded from this unit group. Front Office Supervisors are included in Occupation 471533 Front Office Supervisor (Accommodation). Hosted Accommodation Operators are included in Occupation 161932 Hosted Accommodation Operator. Housekeeping Supervisors are included in Occupation 471535 Housekeeping Supervisor.

OSCA skill level

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

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

Occupation

161131 Accommodation Service Manager

Manages, coordinates, controls and oversees the activities of accommodation service workers.

Front Office Supervisors, Hosted Accommodation Operators and Housekeeping Supervisors are excluded from this occupation. Front Office Supervisors are included in Occupation 471533 Front Office Supervisor (Accommodation). Hosted Accommodation Operators are included in Occupation 161932 Hosted Accommodation Operator. Housekeeping Supervisors are included in Occupation 471535 Housekeeping Supervisor.

Specialisations

- Chief Concierge
- Executive Housekeeper
- Front Office Manager (Accommodation)
- Guest Services Manager
- Hotel Service Manager

Skill level: 2

Main tasks

- Plans, organises, coordinates and oversees the work schedules of accommodation service workers
- Ensures accommodation service workers adhere to established standards and procedures
- Coordinates with other departments to ensure smooth operation of accommodation services
- Manages the handling of customer complaints and resolves issues
- Oversees and maintains the inventory of supplies and equipment needed for accommodation services

Unit Group

1612 Cafe, Restaurant and Catering Managers

Organise and control the operations of cafes, restaurants, catering businesses and related establishments to provide dining, takeaway and catering services.

Licensed Club Managers are excluded from this unit group. 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 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

161231 Cafe or Restaurant Manager

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

Alternative title

- Food and Beverage Manager

Specialisations

- Bistro Manager
- Canteen Manager
- Fast Food Manager

Skill level: 2

Main tasks

- Plans and coordinates the daily operations of a cafe, restaurant or related establishment
- Manages and supervises staff, including hiring, training and performance evaluation
- Oversees the preparation and presentation of food and beverages to ensure quality and customer satisfaction
- Monitors inventory levels and orders supplies as needed
- Manages budgets and financial transactions, including cash handling and reporting
- Ensures compliance with health and safety regulations and food hygiene standards
- Collaborates with suppliers and vendors to negotiate contracts and ensure timely delivery of goods and services

Occupation

161232 Catering Manager

Organises and controls the operations of a catering business to provide catering services to clients, including for special events and functions.

Specialisation

- Banquet Manager

Skill level: 2

Main tasks

- Manages event schedules and food preparation timelines to ensure the smooth operation of a catering business
- Manages budgets and financial aspects of a catering business and promotes catering services to attract new clients
- Liaises with clients to determine specific food requirements and preferences
- Oversees the preparation of food and beverages, and purchases supplies for catering events according to dietary requirements
- Arranges for the timely delivery of catering services to a function or event, including setting up equipment to serve food and preserve its temperature

- Manages and supervises staff, including hiring, training and performance evaluation, and ensures compliance with food safety and hygiene regulations
- Maintains records of events, expenses and client information, and finalises transactions between customers and the business

Unit Group

1613 Entertainment, Fitness and Sports Venue Managers

Organise, control and promote the operations, activities and facilities of entertainment, fitness and sports venues.

Licensed Club Managers are excluded from this unit group. 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 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

161331 Amusement Centre Manager

Organises, controls and promotes the activities, facilities and resources of an amusement centre, showground or theme park.

Alternative title

- Entertainment Centre Manager

Specialisations

- Bridge Club Manager
- Fairground Operator
- Video Arcade Manager

Skill level: 2

Main tasks

- Plans and coordinates the entertainment, attractions and amusement machines offered by the centre

- Improves customer attraction by incorporating digital arcade games and virtual reality experiences
- Manages scheduling games and competitions
- Develops and implements marketing strategies, including digital marketing such as social media advertising, email marketing and online publicity
- Oversees maintenance and repair of facilities and equipment, including monitoring the operation of rides and attractions to ensure safety
- Manages day-to-day operations of an amusement centre
- Ensures facilities are properly maintained and conform to safety standards
- Develops and manages budgets
- Recruits, trains and supervises staff

Occupation

161332 Betting Agency Manager

Organises and controls the operations of a branch of a betting agency.
Registration or licensing may be required.

Skill level: 2

Main tasks

- Oversees the day-to-day operations of the betting agency branch
- Manages and supervises staff, including recruitment, training and performance evaluation
- Monitors and analyses betting trends and customer preferences
- Develops and implements strategies to attract and retain customers
- Monitors and intervenes to ensure gamblers are gambling responsibly
- Manages financial transactions

Occupation

161333 Cinema or Theatre Manager

Organises and controls the operations of a cinema or theatre.
Registration or licensing may be required.

Skill level: 2

Main tasks

- Plans and coordinates film or performance scheduling

- Collaborates with distributors, producers and performers
- Uses digital tools such as event management software, event marketing software, digital ticketing and digital lighting, to streamline theatre operations
- Oversees staff hiring, training and supervision
- Manages budget and financial operations
- Develops and implements marketing strategies
- Ensures facility maintenance and upkeep

Occupation

161334 Fitness Centre Manager

Organises, controls and promotes the activities, facilities and resources of a fitness centre. May coach, instruct and train clients.

Skill level: 2

Main tasks

- Develops and implements policies and procedures for the operation of a fitness centre
- Manages and coordinates the activities and resources of the fitness centre
- Promotes and markets the fitness centre to attract new clients and retain existing ones
- Provides coaching, instruction and training to clients as required
- Monitors and evaluates the performance of fitness centre staff
- Manages the financial aspects of the fitness centre, including budgeting and financial reporting

Occupation

161335 Sports Centre Manager

Organises, controls and promotes the activities, facilities and resources of a sports centre.

Specialisations

- Aquatic Centre Manager
- Golf Course Manager
- Indoor Sports Centre Manager
- Squash Centre Manager
- Stadium Manager
- Tennis Centre Manager
- Ten Pin Bowling Centre Manager

Skill level: 2

Main tasks

- Develops and implements policies and procedures for the operation of a sports centre
- Manages and coordinates the activities and programs offered at the sports centre
- Oversees the maintenance and upkeep of sports centre facilities and equipment
- Recruits, trains and supervises sports centre staff
- Develops and implements marketing strategies to promote the sports centre and attract new members
- Monitors and evaluates the financial performance of the sports centre, including budgeting and financial reporting
- Liaises with community groups, sporting associations and other stakeholders to foster partnerships and collaborations
- Plans and organises special events and tournaments at the sports centre

Occupation

161399 Entertainment, Fitness and Sports Venue Managers nec

This occupation group covers Entertainment, Fitness and Sports Venue Managers not elsewhere classified.

Registration or licensing may be required.

Skill level: 2

Occupations in this group include:

- Casino Shift Manager
- Dance Studio Manager

Unit Group

1614 Hotel and Motel Managers

Organise and control the operations of hotels and motels to provide guest accommodation, meals and other services.

OSCA skill level

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

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

Occupation

161431 Hotel or Motel Manager

Organises and controls the operations of a hotel or motel to provide guest accommodation, meals and other services.

Registration or licensing may be required.

Alternative titles

- Hotelier
- Publican

Specialisations

- Operations Manager (Hotel)
- Resort Manager

Skill level: 2

Main tasks

- Directs and oversees hotel or motel reservation, reception, room service and housekeeping activities
- Arranges and supervises hotel or motel security arrangements, and garden and property maintenance
- Manages and supervises hotel or motel staff, including hiring, training and performance evaluation
- Plans and oversees bar, restaurant, function and conference activities occurring in a hotel or motel establishment
- Ensures compliance with health and safety regulations, and liquor and gaming regulations
- Monitors and evaluates the quality of guest services and ensures customer satisfaction
- Manages budgets and financial resources of a hotel or motel, including monitoring expenses and revenue
- Maintains records and prepares reports on hotel or motel operations

Unit Group

1615 Licensed Club Managers

Organise and control the operations of licensed clubs to provide food, beverages, gaming, entertainment, sporting and other amenities for members.

OSCA skill level

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

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

Occupation

161531 Licensed Club Manager

Organises and controls the operations of a licensed club to provide food, beverages, gaming, entertainment, sporting and other amenities for members.

Registration or licensing is required.

Specialisations

- Gaming Manager
- Nightclub Manager

Skill level: 2

Main tasks

- Oversees day-to-day operations of a licensed club, including the provision of food and beverages, gaming, entertainment and events
- Manages staff, ensuring they are suitably trained
- Monitors and evaluates the financial performance of a licensed club, including budgeting, reporting, and implementing cost control measures
- Develops and implements policies and procedures to ensure compliance with relevant legislation and regulations
- Promotes a licensed club and its amenities to attract and retain members
- Collaborates with suppliers and contractors to ensure the provision of quality products and services
- Resolves customer complaints and concerns

Unit Group

1616 Senior Chefs

Manage and oversee the operation of kitchens in dining and other food service establishments.

Chefs are excluded from this unit group. Chefs are included in Occupation 321131 Chef.

OSCA skill level

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

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

Occupation

161631 Senior Chef

Manages and oversees the operation of kitchens in a dining or other food service establishment.

Chefs are excluded from this occupation. Chefs are included in Occupation 321131 Chef.

Specialisations

- Executive Chef
- Head Chef
- Sous Chef

Skill level: 2

Main tasks

- Develops and monitors kitchen budgets, considering labour, ingredient and equipment costs
- Designs and plans menus based on seasonal trends, customer preferences and costs
- Oversees the recruitment, development and training of Chefs and other kitchen staff
- Assigns tasks and responsibilities to Chefs and Cooks
- Oversees the preparation and presentation of dishes
- Uses and teaches advanced culinary skills and techniques required to prepare menu pieces
- Inspects ingredients and dishes to ensure quality standards are met
- Enforces strict adherence to health and safety regulations in the kitchen

Unit Group

1619 Other Hospitality, Tourism and Venue Managers

This unit group covers Hospitality, Tourism and Venue Managers not elsewhere classified. It includes Caravan Park and Camping Ground Managers, Hosted Accommodation Operators and Travel Agency Managers.

OSCA skill level

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

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

Occupation

161931 Caravan Park and Camping Ground Manager

Organises and controls the operations of a caravan park and camping ground to provide accommodation and leisure services.

Registration or licensing may be required.

Skill level: 2

Main tasks

- Plans and coordinates the day-to-day operations of a caravan park and camping ground
- Ensures a park's facilities and grounds are well-maintained and clean
- Oversees the allocation of sites and facilities to guests
- Manages reservations and bookings, including check-in and check-out procedures
- Handles customer enquiries, complaints and requests
- Implements and enforces park rules and regulations
- Monitors and maintains financial records, including revenue and expenses
- Develops and implements marketing strategies to attract new guests
- Manages and supervises staff, including hiring, training and performance evaluation

Occupation

161932 Hosted Accommodation Operator

Organises and controls the operations of a private dwelling to provide highly personalised accommodation and leisure services for guests.

Registration or licensing may be required.

Alternative title

- Bed and Breakfast Operator

Skill level: 2

Main tasks

- Manages and coordinates the daily operations of a hosted accommodation dwelling
- Receives and processes reservations and bookings from guests
- Ensures the accommodation is clean, well-maintained and properly stocked
- Provides information to guests on local attractions
- Handles guest enquiries and resolves issues in a timely and satisfactory manner
- Maintains financial records and manages budgets
- Promotes the hosted accommodation dwelling
- May greet and check-in guests

Occupation

161933 Travel Agency Manager

Organises and controls the operations of a travel agency.

Registration or licensing may be required.

Skill level: 2

Main tasks

- Manages and oversees daily operations of a travel agency
- Manages financial aspects of a travel agency, including budgeting, invoicing and financial reporting
- Establishes and maintains relationships with suppliers such as airlines, hotels and tour operators
- Negotiates contracts and agreements with suppliers to ensure competitive pricing
- Provides travel advice and assistance to clients, including booking flights, accommodation and tours
- Implements marketing activities to attract customers to the business
- Resolves customer complaints and queries

- Monitors and evaluates the performance of staff, and provides feedback, training and guidance

Occupation

161999 Hospitality, Tourism and Venue Managers nec

This occupation group covers Hospitality, Tourism and Venue Managers not elsewhere classified.

Registration or licensing may be required.

Skill level: 2

Occupations in this group include:

- Backpackers Manager
- Cruise Director
- Hostel Manager
- Reception Centre Manager
- Ski Lodge Manager
- Tour Operator

Minor Group

162 Retail Managers

Organise and control the operations of establishments which provide retail services.

OSCA skill level

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

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

Unit Group

1621 Retail Managers

Organise and control the operations of establishments which provide retail services.

OSCA skill level

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

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

Occupation

162131 Retail Manager (General)

Organises and controls the operations of a general retail trading establishment.

Community Pharmacists and fast food managers are excluded from this occupation.

Community Pharmacists are included in Occupation 263431 Community Pharmacist. Fast food managers are included in the Occupation 161231 Cafe or Restaurant Manager.

Alternative titles

- Retail Store Manager
- Shop Manager

Specialisations

- Clothing Store Manager
- Hardware Store Manager
- Liquor Store Manager
- Newsagent
- Pharmacy Store Manager
- Retail Bakery Manager
- Service Station Manager
- Supermarket Manager

Skill level: 2

Main tasks

- Manages the daily operations of retail establishments
- Manages and supervises staff, including hiring, rostering, training and performance evaluation
- Develops and implements policies and procedures to ensure efficient and effective operations
- Monitors and analyses sales and financial data

- Manages retail establishment finances, including budgeting and financial reporting
- Develops and maintains relationships with suppliers, and negotiates contracts and pricing
- Implements marketing and promotional activities to attract and retain customers
- Resolves customer complaints and ensures high levels of customer satisfaction

Occupation

162132 Antique Dealer

Organises and controls the operations of an antiques business, including buying and selling antiques such as furniture, art, jewellery and china.

Registration or licensing may be required.

Skill level: 2

Main tasks

- Manages the daily operations of an antiques business
- Sources and acquires antiques such as furniture, art, jewellery and china, for sale
- Inspects and evaluates the condition and authenticity of antiques
- Researches and appraises antiques to determine their market value
- Implements marketing and promotional activities to attract customers through various channels such as online platforms, auctions and fairs
- Provides expert advice and information to clients regarding the history, origin and value of antiques
- Negotiates and finalises the purchase and sale of antiques with clients
- Manages business finances, including budgeting and financial reporting
- May clean and restore antiques to enhance their appearance and value

Occupation

162133 Post Office Manager

Organises and controls the operations of a post office.

Skill level: 2

Main tasks

- Manages the day-to-day operations of a post office
- Oversees mail and parcel delivery and collection
- Ensures compliance with postal and work health and safety regulations

- Manages staff in a post office
- Provides postal and retail services to customers
- Responds to customer enquiries and resolves issues
- Monitors postal supplies and equipment inventories
- Prepares financial reports and manages budgets