

Workplace Practices

Assessment task 1

The Changing Nature Of Work

SACE:

The Changing Nature Of Work

The hospitality industry has changed greatly over the last century and currently employs 6.8% of Australia's workforce, it is a strong, fast growing industry and it is predicted that there will be an 8.5% increase in employment with an extra 66,800 new jobs in the next 5 years. "The hospitality industry is currently booming"¹ The hospitality industry is a highly mobile workforce employing people from various cultural backgrounds.

At the current moment there are approximately 786,200 employees working in the hospitality industry in Australia.² Salaries, technology and the percentage of people casually employed have changed within the industry and have had a huge effect towards conditions.

The hospitality industry includes chefs, waiters, managers, hotel staff, kitchen hands, baristas, bartenders, housekeepers and general service people.

As you can tell from the information above the hospitality industry is a broad category full of all different types of employment.

In hospitality 56% of the workers are females and 44% are males.

The industry has the youngest age profile of any industry and has the lowest percent of workers aged 45 years or over.

41% of the hospitality workforce is aged 15 to 24 years which shows that is it definitely the youngest age profile compared to other industries such as agricultural, forestry and fishing which only has 8% of workers aged 15 to 24 which is a massive difference when it comes to age profiles.

"Females are currently the higher percent in the hospitality industry other than males"³

More people are employed part time or on a casual basis rather than full time employment.⁴

All hospitality workers in South Australia are covered under 5 awards:

- Fast Food Industry Award 2010
- Hospitality Industry (General) Award 2010
- Registered and Licensed Clubs Award 2010
- Alpine Resorts Award 2010
- Restaurant Industry Award 2010

¹ Personal Communication M Ai

² Australian jobs 2013 page 15

³ Personal Communication M Ai

⁴ Australian jobs 2013 Page 15

Today OHS is taken very seriously for example if an employee is injured the employer could get fined from \$1,000 to \$100,000 if correct procedures have not been taken correctly.⁷

"OHS is a highly serious part of the hospitality industry and must be treated to correctly"⁸

In South Australia two laws cover all workers:

- Occupational Health and Safety
- Worker Rehabilitation and Compensation⁹

Along side the two laws an act called The Occupational Health, Safety and Welfare Act 1986 which applies to all workplaces within South Australia and sets out the general requirements and responsibilities for OHS in the workplace.

The hospitality industry has the fourth highest workers compensation costs of all South Australian industries.

The hospitality industry recognizes the various problems that are encountered by many employers such as small and medium sized employers in dealing with these issues.

Hospitality is such a diverse industry there is a whole range of educational requirements within the industry.

"Almost three in every five workers do not hold post school qualifications".¹⁰

There are some specific jobs in hospitality that do require qualifications such as, To become a Chef you usually have to complete an apprenticeship in hospitality (commercial Cookery). Entry requirements may vary, but employers usually require year 10. Some students start this training while still at school.

Some managers have business qualifications unlike some who don't have any qualifications at all and just learn from experience as they have been trained on the job.

As the industry grows more people now need to be qualified more than they used to be in the older days.

If you have a post school qualification you are more likely to find employment.

"By completing year 12 you may have more of a chance of standing out for a employment compared to somebody who hasn't completed year 12 at school"¹¹

For example approximately 74.6% of people with a food and hospitality qualification find employment within the first year.

⁷ https://www.safework.sa.gov.au/uploaded_files/hospOHSHospitalityLaw.pdf

⁸ Personal Communication M. J. A.

⁹ https://www.safework.sa.gov.au/uploaded_files/hospOHSHospitalityLaw.pdf

¹⁰ Australian jobs 2013

¹¹ Personal Communication R. M.

Reference List

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Award Finder - Awards - Fair Work Ombudsman

http://www.workcover.nsw.gov.au/formspublications/publications/Documents/occupational_health_and_safety_hospitality_employee_induction_checklist_4150.pdf

https://www.safework.sa.gov.au/uploaded_files/hospOHSHospitalityLaw.pdf

https://www.safework.sa.gov.au/uploaded_files/hospOHSHospitalityLaw.pdf

Australian jobs 2013

Personal Communication M... A.

Personal Communication R... M

Workplace Practices

Finding Employment

Work: Activity involving mental or physical effort done in order to achieve a result.¹

Work Conditions:

Full time: Full-time employees work an average of 38 hours per week and usually have ongoing employment. As a full time employee you get paid holiday leave, sick leave and you have to be given notice of dismissal.

Part Time: Part-time employees work an average of less than 38 hours per week. They're usually hired on an ongoing basis and work the same set of hours. Part time conditions are the same as full time conditions but depend on how many hours you work, for example if you were working 0.5 then you would get 0.5 for an amount sick leave days

Casual: Part-time employees work an average of less than 38 hours per week. They're usually hired on an ongoing basis and work the same set of hours.² Casual employment is different because you don't get as many benefits and don't have to be given notice if you are dismissed.

Piecework: Work paid for according to the amount produced.³

Fly in Fly out: Fly in Fly out is a method of employing people in remote areas, Rather than relocating the employee and their family to a town near the work site, the employee is flown to the work site

¹ [http://www.oxforddictionaries.com/definition/english/work? Q=Work](http://www.oxforddictionaries.com/definition/english/work?Q=Work)

² <https://www.fairwork.gov.au/employment/casual-full-time-and-part-time-work/pages/default.aspx>

³ https://www.google.com.au/search?Q=definition+of+piecework&oq=definition+of+piece&aqs=chrome.4.69i57j0l5.7014j0j4&sourceid=chrome&espv=210&es_sm=91&ie=UTF-8

	positive and professional outlook at all times. The ability to adapt to flexible working hours and manage being away from home for short periods of time is crucial to success. Sustained front of house hospitality experience in a 4 or 5 star hotel or restaurant is essential, as is excellent communication and teamwork skills.
List the conditions or benefits offered by the company	Part Time You will be required to be on a long distance train and be away from home.
Outline the responsibilities involved in the job	<ul style="list-style-type: none"> - Fine dining food and beverage service - Cabin housekeeping including bed making - Guest liaison and safety - Carriage watering up requirements - Rail safety work
Any other information about the job that you have learned from the advertisement	This role will require you to be on your feet for long periods of time.

Title of job 3	Senior Waiter / Assistant Sommelier
Name of employing company	Street ADL
List the essential requirements for the job	<ul style="list-style-type: none"> • Minimum 5 years experience in a Sommelier and/or waiter position • Completed WSET or COMS training or equivalent • Solid understanding of wine and service • Diverse international and local wine knowledge • Provide excellent customer service and communication skills • Energetic and enthusiastic • A strong background in fine dining • Excellent presentation • Excellent restaurant industry knowledge • The ability to communicate the venues philosophy and use of native Australian ingredients. •
List the conditions or benefits offered by the company	Full Time
Outline the	The successful applicant will work across both levels of

Full & Part Time

Modern award classification	Pre-modern award classification	Base rate of pay (hourly)
Introductory level	Food and beverage attendant level 1, Level 1	\$16.37
Introductory level	Kitchen hand	\$16.37

Level 1

Modern award classification	Pre-modern award classification	Base rate of pay (hourly)
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Food and beverage attendant grade 1	Food and beverage attendant level 1, Level 1	\$16.85
Kitchen attendant grade 1	Kitchen hand	\$16.85

From these tables above it can be seen that the casual rate is higher than part time or full time employment however a casual employee doesn't receive any benefits such as paid sick leave, holiday pay and notice of termination of employment.

As shown in the tables more experience or qualifications will result in a better rate of pay.

Some occupations in the hospitality industry earn a higher rate of pay than others. For example a chef would earn more money than waiting staff as it is more demanding and requires more complex skills.

Waiting is an entry-level job unlike the role of head chef for example who has to work his way up through experience in the industry.

A driver's license is not compulsory but is very beneficial particularly if you are working unusual hours and may not have access to public transport.

Promotions in the hospitality region are fairly accessible for example I started off as a kitchen hand at R P Café and Art Gallery and have now progressed into the front of house as a waiter.

I managed to progress in to this position by gaining experience over time and being proactive in seeking out opportunities.

While working in front of house and attending school I managed to undertake and complete a certificate III in Hospitality, This qualification could possibly lead into further promotions such as higher roles like becoming a manager or business owner.

Unlike in the past, when many people in Hotels, Restaurants and Resorts were promoted to management position within the organization, management training from a recognized hospitality or culinary school is increasingly a requirement for the job. Other possibilities include internships or work experience in a hotel or restaurant.

I personally would not choose to work in Hospitality in a long-term career; I find it more stressful, tiring and the rates of pay are quite low if you are just a general waiter.

While the hours suit me at the moment as I am a full time student I believe that in the future working evenings and weekends would get in the way of my family, social and other aspects of my life.

Resume

Adelaide, SA 51
Phone: 8 - 040 E-Mail: @hotmail.com D.O.B:

Personal Statement

I am a 17-year-old man with three years employment experience in the hospitality industry. I am seeking full time employment. I believe my skills, experience, positive attitude and highly enthusiastic dedication will be an asset to your organization.

Experience

- 3 Years hospitality experience
- R P Café & Art Gallery 3 years working as a kitchen hand and waiter, working front of house
- Current Apprenticeship at R P Café And Art Gallery.
- Experienced in cleaning, food preparation and operation of technology

Personal Attributes And Abilities

- Attentive listening skills with the ability to follow instructions
- Enthusiastic and positive attitude
- Ability to work independently or as part of a team
- Hardworking, reliable and trustworthy
- Mature and responsible
- Highly organized
- Ability to learn new skills quickly

Education And Qualifications

Certificate III in Hospitality

Drivers Licence

, currently in year 12

Currently studying: Hospitality Studies, Media And Workplace Practices

Referees

Manager at R P Café & Art Gallery

Phone: 0439

Ms.

Phone: 83

LETTER OF APPLICATION

040
@hotmail.com

Dear Sir/Madam,

I would like to apply for the position of Hospitality Attendant that was recently advertised.

I am currently completing my Year 12 studies at [redacted] where I am studying Food and Hospitality, Workplace Practices and Media. I am hoping to develop a long-term career in hospitality and this position appeals to me as it combines my love of working in a service industry with the opportunity to learn new skills, travel and experience the country whilst furthering my career.

For the past four years I have worked part-time in a busy café called R [redacted] Café and Art Gallery, while completing my studies. During this time I have developed good teamwork skills, working effectively with a range of people of different ages and a diversity of cultural backgrounds. I have completed my Certificate III and have followed appropriate OH&S procedures at my workplace. My favorite part of working in hospitality is being with the customers and I go out of my way to ensure that the needs of the customers are met so that they have a good dining experience. My working hours have been mainly on weekends but now that I have finished my Year 12 studies I would be available to work at any time to suit the needs of the organization, including working away from home and over night as required.

I feel that this position would enable me to experience a diversity of opportunities. Together with the training opportunities provided, this experience would help me in my pathway towards a fulfilling career in the hospitality industry.

I am keen to learn new skills while working on a train such as cabin housekeeping, rail safety work and guest liaison.

I have included a copy of my resume with the names and contact details for two referees.

I would welcome the opportunity to discuss my application further at an interview at your convenience.

Yours sincerely,

Questions I may use in an interview

- How would you describe the responsibilities of the position?
- How would you describe a typical week/day in this position?
- Is this a new position? If not, what did the previous employee go on to do?
- What is the company's management style?
- How many people work in this office/department?
- How much travel is expected?
- Is relocation a possibility?
- What is the typical workweek? Is overtime expected?
- What are the prospects for growth and advancement?
- How does one advance in the company?
- What do you like about working here?
- What don't you like about working here and what would you change?
- Would you like a list of references?
- What can I tell you about my qualifications?
- When can I expect to hear from you?
- Are there any other questions I can answer for you?

Reflection And Evaluation

I believe that my resume and cover letter would make me stand out compared to other applications because it was professionally written with no spelling errors or grammatical mistakes, I matched my skills and experiences with those required in the job and it was reasonably short and to the point I was polite and encouraged them to invite me for an interview. In my cover letter I was able to show my passion for working in Hospitality and commitment to customer service. I was ready with some really intelligent and perceptive questions for an interview.

My resume showed my experience and qualifications and was well laid out and presented, it was up to date and tailored to the specific job I was applying for.

The fact that I have a certificate III in Hospitality and have had substantial experience compared to many others my age could give me an advantage.

However there were some skills I was lacking experience in such as:

Cabin housekeeping including bed making

Guest liaison and safety

Carriage watering up requirements

Rail safety work

These skills are specific to this particular job as the job I applied for is a unique position that blends food and hospitality with transport services. Even though I didn't have those particular skills I gave examples that I have demonstrated similar skills that coincide with the job I was applying for such as having experience in the Hospitality industry.

For example although I don't have experience with guest liaison but I have lots of customer service skills which are very similar.

Another example would be that even though I haven't done cabin housekeeping before I have worked in the bed and breakfast section in my industry, which applies comparable skills.

Finally I suggested in my letter of application that I would be willing to learn new skills so this combined with my previous experience could make me stand out from other applicants.

Workplace Practices

Sustainable Work Practices

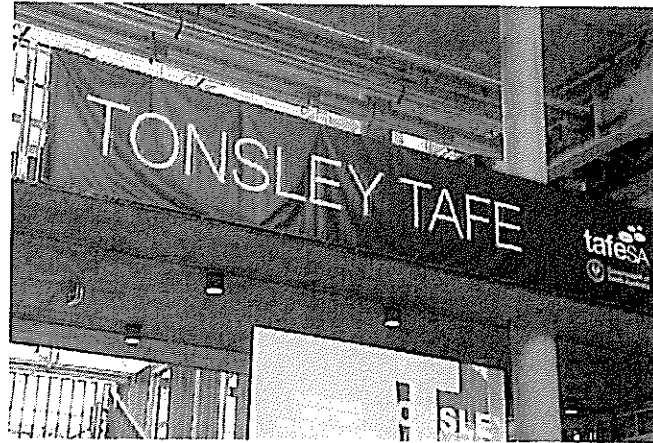
“Environmental sustainability is about making responsible decisions that will reduce your business’ negative impact on the environment”¹

Environmental sustainability includes increased recovery of resources; arrested/reduced growth in waste generated and reduced littering, improved materials and energy efficiency and making a switch to renewable energy sources. Practical examples of steps companies could take include collection of rainwater, solar power, building design that makes use of natural lighting, recycling and reusing resources. It makes good business sense for a company to become more environmentally sustainable because it would increase their profit margin and it gives them a better greener image, which could attract more customers.

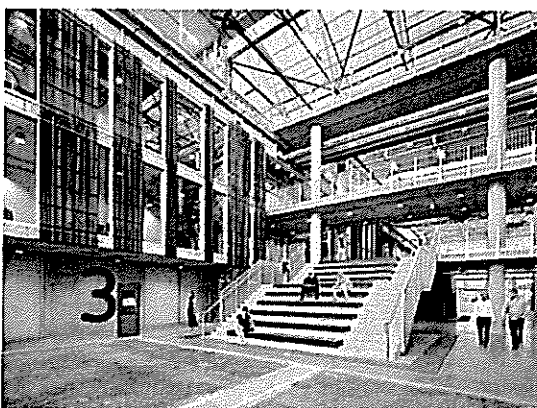
The first step for a business that wishes to become more sustainable is to conduct an audit of current practices and use of resources. The business must adopt work practices that can be steadily maintained without exhausting natural resources or causing ecological damage. Certain factors that need to be considered include, reducing water and energy usage, reducing the amount of rubbish generated, reducing greenhouse gas emissions and therefore minimising the carbon footprint of the business.

When creating a sustainable business, good design is the first stage in the process. The building should be designed to allow maximum use of natural lighting, solar panels, energy efficient windows; thermal insulation and rainwater tanks should be installed. Wherever possible building materials should be reused or should come from a sustainable source. When designing an office sensors should be installed so that lights, heating and air conditioning automatically switch off when nobody is in the room. Laptops should be used in

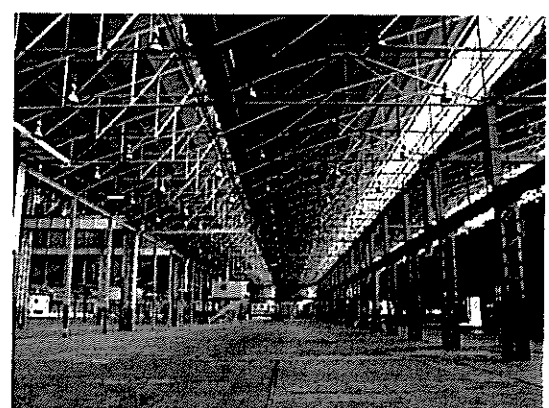
¹ http://www.google.com.au/search?safe=strict&es_sm=91&q=definition+of+environmental+sustainability+&oq=definition+of+environmental+sustainability+&gs_l=serp.3..0j0i22i30i9.4594.4594.0.5390.1.1.0.0.0.225.225.2-1.1.0....0...1c.1.51.serp..0.1.223.E5u7yyAF-NI



Another example of an organization that has focused on sustainability is Tonsley tafe. They have designed their building completely around sustainability for example; they have a cooling water tower to provide passive cooling in summer. As much of the original building as possible was left in place; this reduces the amount of new building materials required and reduces the amount of waste going into landfill. Rainwater is collected from the entire roof surface and stored in rainwater tanks (750 000L capacity). This water is used for flushing all of the toilets in the building; There are large windows and glass walls to allow as much natural light as possible into the building, All of the lights are on timers to cut down on wasted electricity, The heating and cooling is minimal and is designed to just take the chill (or excessive heat) out of the building, All of the electricity in the building is from green sources (much of it is solar). There are solar panels on the roof of the building and it is hoped in the future that they will provide much of the electricity for the building and many of the building materials that the students use in their courses are recycled and reused. For example, the bricks used by the bricklaying students are washed and reused many times.



Use Of Natural Lighting



Basic Design To Save Materials

STAGE 2 WORKPLACE PRACTICES

ASSESSMENT TYPE 1: FOLIO

Industry Focus: Hospitality Café

Student evidence in response to three different tasks: Changing Nature of Work, Finding Employment and Sustainable Work Practices (Negotiated Topic option).

Assessment Design Criteria	Comments
KU1	<p>FE: well-informed understanding of knowledge and skills required to enter the hospitality industry (B)</p> <p>CNW: well-informed understanding of the way the hospitality industry is changing (B)</p> <p>SWP: well-informed understanding of how businesses can reduce their negative impact (B)</p>
KU2	<p>FE: clear understanding and well-informed explanation of the pros and cons of working in hospitality (B)</p> <p>CNW: clear understanding and well-informed explanation of issues to hospitality such as awards, laws, WHS and qualifications required (B)</p> <p>SWP: clear understanding and well-informed explanation of the range of ways businesses can be sustainable (B +)</p>
A1	
A2	
A3	
IA1	<p>FE: well-informed analysis of the job requirements and conditions in hospitality industry (B)</p> <p>CNW: well-informed analysis of the relationship between issues and practices, especially educational requirements for hospitality (B)</p> <p>SWP: well-informed analysis, especially using 2 case studies (B)</p>
IA2	<p>FE: detailed and informed investigation into job seeking for hospitality (B)</p> <p>CNW: detailed and informed investigation of some work related issues such as awards, laws, and WHS (C)</p> <p>SWP: detailed and informed investigation regarding sustainable practices in businesses (B)</p>
RE1	<p>FE: detailed and considered reflection and some in-depth self-evaluation concerning their application letter and resume (B+)</p> <p>CNW: The report had some reflective description only (D)</p>

OVERALL GRADE: B

Student evidence submitted holistically demonstrate a B standard, although weaker in terms of Reflection and Evaluation, it is still a B grade.

Industry Focus: Hospitality Café

Knowledge and Understanding	Application	Investigation and Analysis	Reflection and Evaluation
<p>A Comprehensive understanding at an advanced level of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>Perceptive understanding and insightful explanation of broad concepts and issues related to industry and work.</p>	<p>Highly proficient and innovative application of a range of generic work skills and, where relevant, extensive industry knowledge in the workplace or a work-related context.</p> <p>Perceptive application of highly relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency must have been successfully achieved; the student must have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Perceptive and well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>Thorough, detailed, and well-informed investigation of the dynamic nature of a range of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Thorough and insightful reflection on a range of learning experiences in/about an industry, with in-depth self-evaluation.</p>
<p>B Well-informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>Clear understanding and well-informed explanation of broad concepts and issues related to industry and work.</p>	<p>Proficient application of a range of generic work skills and, where relevant, broad industry knowledge in the workplace or a work-related context.</p> <p>Well-considered application of relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency must have been successfully achieved; the student must have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>Detailed and informed investigation of the dynamic nature of a number of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Detailed and considered reflection on a number of learning experiences in/about an industry, with some in-depth self-evaluation.</p>
<p>C Informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>General understanding and informed explanation of broad concepts and issues related to industry and work.</p>	<p>Appropriate application of selected generic work skills and, where relevant, industry knowledge in the workplace or a work-related context.</p> <p>Considered application of most of the relevant knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated competency as assessed by the relevant RTO.</i></p>	<p>Informed analysis of the relationships between a number of work-related issues, tasks, and practices in the workplace.</p> <p>Informed investigation of the dynamic nature of some work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>Some considered reflection on learning experiences in/about an industry, with some self-evaluation.</p>
<p>D Recognition of knowledge, skills, and/or competencies appropriate to the relevant industry.</p> <p>Some understanding and description of aspects of broad concepts and issues related to industry or work.</p>	<p>Attempted application of selected generic work skills or, where relevant, some industry knowledge in the workplace or a work-related context.</p> <p>Attempted application of some knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated aspects of competency as assessed by the relevant RTO.</i></p>	<p>Description of the relationship between some aspects of work-related issues, tasks, or practices in the workplace.</p> <p>Attempted investigation of some aspects of the nature of work-related and/or workplace issues, tasks, cultures, or environments.</p>	<p>Some reflective description and attempted evaluation of learning experiences in/about an industry.</p>
<p>E Limited recognition of knowledge, skills, or competencies appropriate to the relevant industry.</p> <p>Recall of some aspects of broad concepts or issues related to industry or work.</p>	<p>Attempted application of one or more generic work skills or, where relevant, limited industry knowledge in the workplace or a work-related context.</p> <p>Identification of limited knowledge and skills in the context of an industry workplace.</p> <p><i>Where VET is included, units of competency may have been successfully achieved; the student may have demonstrated limited aspects of competency as assessed by the relevant RTO.</i></p>	<p>Identification and attempted description of one or more work-related issues.</p> <p>Emerging recognition of one or more aspects of the nature of work-related or workplace issues or environments.</p>	<p>Recall of some learning experiences in/about an industry.</p>