

Classification structure in the *Hospitality Industry (General) Award 2020*

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Table of Contents

1	Introduction	1
2	Current classification structure	1
3	Award history	2
3.1	Pre-reform awards	5
	Attachement A – extracts of relevant clauses	6

Introduction

This information note provides detail on the classification structure in the [Hospitality \(General\) Award 2020](#), (the Hospitality Award) and sets out a history of the creation of the modern award.

Current classification structure

The classification structure in the *Hospitality Industry (General) 2020* is set out in the following clauses:

- [14—Classifications](#)
- [18—Minimum rates](#)
- [17—Work organisation](#)
- [Schedule A—Classification Structure and Definitions](#)

The Hospitality Award has 8 classification levels. It provides for an introductory level, and Levels 1–6 with one Managerial staff (Hotels) level.

Levels 1–6 provide for the following sub-classifications:

- food and beverage attendants/supervisors
- guest service attendants/supervisors
- kitchen attendants
- clerical workers/supervisor
- cooks
- doorpersons/timekeeper/security officers
- front office staff

- leisure attendants
- storepersons
- handyperson
- forklift drivers
- gardener

The Hospitality Award also provides for a separate classification stream for casino gaming employees. The classifications for these employees are provided at 8 levels, an Introductory level and Levels 1–6 (with the addition of a Level 3A). The casino gaming employees classification provides for the following sub-classifications:

- Casino electronic gaming employee
- Casino equipment technician
- Casino table gaming employee
- Customer liaison officer
- Gaming finance employee
- Security officer
- Surveillance operator

Clause 17 of the Hospitality Award provides that an employer may require an employee to perform duties across the different classification streams set out in Schedule A that they are competent to perform.

The minimum rates of pay are set out in clause 18.1 for employees at the Introductory level and Levels 1–6 and are expressed as weekly and hourly amounts. The managerial rate is set out at clause 18.2 and is expressed as a minimum annual salary.

Rates for casino gaming employees are set out at clause 18.3 and are also expressed as weekly and hourly amounts for employees at the Introductory level and Levels 1–6. The minimum rates for casino gaming employees are higher than the rates for employees in the other classification streams (with the exception of the managerial level).

Schedule A provides the definitions for each of the classifications.

These clauses are extracted at Attachment A to this information note.

Award history

The [Hospitality Industry \(General\) Award 2010](#) (the Hospitality Award) was created on 19 December 2008 by the Australian Industrial Relations Commission (AIRC) acting pursuant to the award modernisation request made by the Minister for Employment and Workplace Relations under the *Workplace Relations Act 1996*. The Hospitality Award 2010 commenced operation on 1 January 2010.

The Award Modernisation Full Bench categorised the hospitality sector as a priority industry for award modernisation. At the time the hospitality sector was considered to include the federal industries of catering, liquor and accommodation, restaurants and the licensed club industry.¹ The Full Bench outlined in a decision issued on 19 December 2008 that a single modern award should be established to cover the whole of the hospitality industry, which included the restaurant, accommodation, resorts and gaming sectors.

¹ [\[2008\] AIRCFB 550](#) at [34]

The Full Bench said:

[117] We have considered the further submissions of Restaurant and Catering Australia, HMAA and other organisations involved in the consultations and decided to make a single modern award for the hospitality industry, as proposed in the exposure draft.

[118] We accept that there are some differences in trading and staffing arrangements between various sectors within the hospitality industry. Equally, however, there is some commonality between the sectors. It is also significant that there is a level of diversity in the operations of various businesses within sectors of the industry.

[119] There is also some diversity in terms and conditions in federal awards and NAPSAs operating within the hospitality industry, as defined in the exposure draft. However, such differences apply equally across awards within the smaller sectors proposed as they do across sectors. There is a high level of commonality in federal award provisions covering the hotel, accommodation and restaurant sectors and some but less commonality in the relevant NAPSAs.²

The Full Bench discussed the classification structure and minimum wages contained in the proposed exposure draft. It noted that the wages for managerial staff in hotels in the award were based on the rates in cl.14 of the *Liquor and Accommodation Industry—Hotels, Resorts and Gaming—(Managerial Staff)—Award 2003*.³

The clerical structure set out in the exposure draft was based on the *Hospitality Industry—Accommodation, Hotels, Resorts and Gaming Award 1998*.⁴ The Full Bench had earlier rejected a proposal to adopt the full private sector clerical classification structure from the *Clerical and Administrative Employees (Victoria) Award 1999*, stating:⁵

[52] ... The expansion of the clerical classifications, which apply in most current hospitality industry awards, would need to be the subject of further consideration, with appropriate information as to the practical requirement, if any, for higher clerical classification levels in the hospitality industry. It may be that a transitional provision would be required in respect of some employees currently classified at a higher level, as might arise under Queensland NAPSAs.

In discussing the application of awards generally, the Full Bench noted that maintenance trades classifications had the potential to minimise the number of awards applying to an employer and were included in several draft industry awards. The Full Bench commented that deciding whether to include maintenance trade classifications in modern industry awards involved questions about the type and amount of allowances appropriately included in those awards.⁶

The Full Bench considered a proposal to include additional trades classifications for maintenance and repair work in the draft award in order to provide full coverage of work undertaken in the industry. It decided not to include classifications for trades other than cooking and waiting in the draft award, stating:⁷

[51] ... It is not clear, from the consultations, what type of maintenance trades work is undertaken by directly employed persons in the industry. Before including additional trades level classifications, to

² [\[2008\] AIRCFB 1000](#) at [117]–[119]

³ [\[2008\] AIRCFB 1000](#) at [124]

⁴ [\[2008\] AIRCFB 1000](#) at [127]; [AP783479](#) CRV

⁵ [\[2008\] AIRCFB 717](#) at [52]

⁶ [\[2008\] AIRCFB 717](#) at [13]

⁷ [\[2008\] AIRCFB 717](#) at [51]

accommodate maintenance and repair work by directly employed persons, we would require additional information as to the type and extent of such work. Only then could a determination be made as to the type of trades, the classifications and the levels to be included and the additional terms and conditions that might be required for the relevant employees in the hospitality industry context.

The Full Bench later confirmed its decision not to include any additional trades classifications in the award, noting there was insufficient information as to the type and extent of work requiring additional trades classifications or the additional terms and conditions which might be required.⁸

The Full Bench rejected the inclusion of special provisions for casual bar attendants—racecourses and showgrounds. It stated that the general classification structure and wage rates, and related additional entitlements in the draft award provide an appropriate safety net standard, subject to further consideration of transitional arrangements. It also noted that casual bar attendants employed by race clubs are included in the coverage of the *Racing Clubs Events Award 2010*.⁹

The Full Bench received a proposal, in the context of suggesting amendments to the definition of ‘appropriate level of training’, for translation arrangements linking Australian Qualifications Framework (AQF) qualifications to classification levels for food and beverage attendants. While it considered the idea appealing on its face, it decided not to include the proposal, however indicated that if parties were interested, the idea could be considered through an application to vary the draft award, and consideration might also be given to how to better accommodate sommeliers within the classification structure.¹⁰

On 23 December 2009 the Full Bench issued a decision¹¹ varying the *Hospitality Industry (General) Award 2010*. The amendments relevant to classifications are noted below.

For the purpose of clarification, the Full Bench agreed to insert a new definition of ‘Food and beverage attendant grade 3’ as follows:¹²

Food and beverage attendant grade 3 means an employee who in addition to the tasks performed by a Food and beverage attendant grade 2 is engaged in any of the following:

- the operation of a mechanical lifting device;
- attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal;
- full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- mixing a range of sophisticated drinks;
- supervising food and beverage attendants of a lower grade;
- taking reservations, greeting and seating guests; and
- training food and beverage attendants of a lower grade.

In order to better reflect the terms of the *Liquor and Accommodation Industry - Hotels, Resorts and Gaming - (Managerial Staff) - Award 2003*,¹³ the Full Bench agreed to include an additional paragraph in clause A.1.9, which set out the classification of Managerial Staff—hotels, as follows:¹⁴

⁸ [\[2008\] AIRCFB 1000](#) at [126]

⁹ [\[2008\] AIRCFB 1000](#) at [129]

¹⁰ [\[2008\] AIRCFB 1000](#) at [124]

¹¹ [\[2009\] AIRCFB 967](#)

¹² [\[2009\] AIRCFB 967](#) at [15], [16] and [23]

¹³ [AP821899](#)

This additional classification also does not apply to:

Any Hotel Manager who is an employee of a proprietary or private company (within the meaning of the Corporations Law) where he/she holds sufficient number of shares to entitle him/her to voting control at general meetings of the company; or

Any Hotel Manager who is the senior partner of a partnership or has at least 49% of that partnership; or

A parent, spouse, son or daughter of a Hotel Manager excluded from the additional classification by this paragraph.

Pre-reform awards

As noted previously, the classification structure in the Hospitality modern award was derived from the *Hospitality Industry—Accommodation, Hotels, Resorts and Gaming Award 1998*.¹⁵ The managerial classification was in part derived from the *Liquor and Accommodation Industry - Hotels, Resorts and Gaming - (Managerial Staff) - Award 2003*.¹⁶

A similar classification structure was introduced by consent into the *Hotels, Resorts and Hospitality Industry Award 1988*¹⁷ in September 1990. An application was made to broadband the previously existing 36 classifications into 5 broad groups and 30 classifications. In decision (Print J0424) discussion occurred around the new classification structure to be inserted, in particular that it would introduce a new 'introductory' level of employee which meant an employee could move to the next level with only 3 months experience. Justice Munro held that the new classification structure should be trialled however was not satisfied with the level of the parties co-operation. Justice Munro said:

'The broadbanding now proposed to existing award classifications involves the combination into classifications within each of the five functional areas of what were for the most part classifications with identical pay rates.'¹⁸

The decision sets out the draft classification structure to be trialled.

The classification structure that existed prior to September 1990 is set out in the *Hotels and Retail Liquor Industry Award 1975* (see [Print F3002](#)).

¹⁴ [\[2009\] AIRCFB 967](#) at [21], [15] and [16]; <http://www.airc.gov.au/awardmod/awards/hospitality.pdf>

¹⁵ [\[2008\] AIRCFB 1000](#) at [127]; [AP783479](#) CRV

¹⁶ [AP821899](#)

¹⁷ See Print J4222

¹⁸ Print J0424

Attachment A—Extracts of relevant clauses

14. Classifications

An employer must classify an employee covered by this award in accordance with Schedule A—Classification Structure and Definitions.

NOTE: The minimum rates applicable to the classifications in this award are in clause 18—Minimum rates.

17. Work organisation

An employer may require an employee to perform duties across the different classification streams set out in Schedule A—Classification Structure and Definitions that they are competent to perform.

18. Minimum rates

18.1 Adult rates

An employer must pay an adult employee (other than an apprentice) the rate applicable to the employee classification specified in column 1 of **Table 3—Minimum rates** for ordinary hours of work as follows:

- (a) for a full-time employee, the minimum weekly rate specified in column 3; or
- (b) for a part-time employee, the minimum hourly rate specified in column 4.

NOTE 1: Adult employee is defined in clause 2—Definitions.

NOTE 2: Provisions for calculating rates for an employee aged under 21 years are at clause 18.4.

Table 3—Minimum rates

Column 1 Employee classification	Column 2 Employee stream and grade	Column 3 Minimum weekly rate (full-time employee)	Column 4 Minimum hourly rate
		\$	\$
Introductory level		740.80	19.49
Level 1	Food and beverage attendant grade 1; Guest service grade 1; Kitchen attendant grade 1	762.10	20.06
Level 2	Clerical grade 1; Cook grade 1; Door person/security officer grade 1; Food and beverage attendant grade 2; Front office grade 1; Gardener grade 1; Guest service grade 2; Kitchen attendant grade 2; Leisure attendant grade 1; Storeperson grade 1	791.30	20.82
Level 3	Clerical grade 2; Cook grade 2; Food and beverage attendant grade 3;	818.50	21.54

Column 1 Employee classification	Column 2 Employee stream and grade	Column 3 Minimum weekly rate (full-time employee)	Column 4 Minimum hourly rate
		\$	\$
	Fork-lift driver; Front office grade 2; Gardener grade 2; Guest service grade 3; Handyperson; Kitchen attendant grade 3; Leisure attendant grade 2; Storeperson grade 2; Timekeeper/security officer grade 2		
Level 4	Clerical grade 3; Cook (tradesperson) grade 3; Food and beverage attendant (tradesperson) grade 4; Front office grade 3; Gardener grade 3 (tradesperson); Guest service grade 4; Leisure attendant grade 3; Storeperson grade 3	862.50	22.70
Level 5	Clerical supervisor; Cook (tradesperson) grade 4; Food and beverage supervisor; Front office supervisor; Gardener grade 4 (tradesperson); Guest service supervisor	916.60	24.12
Level 6	Cook (tradesperson) grade 5	941.10	24.77

NOTE 3: Provisions for calculating rates for casual employees are at clause 11—Casual employees.

NOTE 4: Schedule B—Summary of Hourly Rates of Pay contains a summary of hourly rates of pay including casual, overtime and penalty rates.

18.2 Managerial staff (Hotels)

An employer must pay an employee within the Managerial Staff (Hotels) classification level as defined by Schedule A—Classification Structure and Definitions a minimum annual salary of **\$49,025**.

18.3 Casino gaming classifications

An employer must pay an adult employee (other than an apprentice) the rate applicable to the employee classification specified in column 1 of **Table 4—Casino gaming minimum rates** as defined by the Casino Gaming Stream in Schedule A—Classification Structure and Definitions for ordinary hours of work as follows:

- (a) for a full-time employee, the minimum weekly rate specified in column 3; or
- (b) for a part-time employee, the minimum hourly rate specified in column 4.

Table 4—Casino gaming minimum rates

Column 1 Employee classification	Column 2 Employee stream and grade	Column 3 Minimum weekly rate (full-time employee)	Column 4 Minimum hourly rate
		\$	\$
Introductory level		762.10	20.06
Level 1	Casino electronic gaming employee grade 1	808.20	21.27
Level 2	Casino electronic gaming employee grade 2; Casino equipment technician grade 1; Casino table gaming employee grade 1; Customer liaison officer; Gaming finance employee grade 1	835.40	21.98
Level 3	Casino equipment technician grade 2; Gaming finance employee grade 2; Security officer grade 1	862.50	22.70
Level 3A	Casino table gaming employee grade 2	903.00	23.76
Level 4	Casino equipment technician grade 3; Gaming finance employee grade 3; Security officer grade 2	916.60	24.12
Level 5	Casino table gaming employee grade 3; Gaming finance employee grade 4	943.90	24.84
Level 6	Casino table gaming employee grade 4; Gaming finance employee grade 5; Surveillance operator	971.00	25.55

NOTE: Provisions for calculating rates for casual employees are at clause 11—Casual employees.

Schedule A—Classification Structure and Definitions

A.1 Introductory level

Introductory level is for an employee who enters the hospitality industry and does not demonstrate the competency requirements of level 1. The employee remains at Introductory level for up to 3 months while undertaking appropriate training and being assessed for competency to move to level 1. At the end of that period, the employee moves to level 1 unless the employee and the employer mutually agree that further training of up to 3 months is required for the employee to achieve the necessary competency.

NOTE: Any disagreement arising from this provision must be dealt with in accordance with clause 40—Dispute resolution.

A.2 General classification definitions

A.2.1 Food and beverage stream

(a) **Food and beverage attendant grade 1 (wage level 1)** means an employee who is engaged in any of the following:

- picking up glasses;
- emptying ashtrays;

- providing general assistance to food and beverage attendants of a higher classification not including service to customers;
 - removing food plates;
 - setting and wiping down tables;
 - cleaning and tidying associated areas.
- (b) **Food and beverage attendant grade 2 (wage level 2)** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:
- supplying, dispensing and mixing liquor, including selling liquor from the bottle department;
 - assisting in the cellar or bottle department;
 - undertaking general waiting duties for food or beverages or both, including cleaning tables;
 - receiving money;
 - attending a snack bar;
 - performing delivery duties; and
 - taking reservations, greeting and seating guests.
- (c) **Food and beverage attendant grade 3 (wage level 3)** means an employee who, in addition to the tasks performed by a **Food and beverage attendant grade 2**, is engaged in any of the following:
- operating a mechanical lifting device;
 - attending a wagering terminal, electronic gaming terminal or similar terminal;
 - having full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
 - mixing a range of sophisticated drinks;
 - training food and beverage attendants of a lower grade; and
 - supervising food and beverage attendants of a lower grade.
- (d) **Food and beverage attendant grade 4 (tradesperson) (wage level 4)** means an employee who has completed an apprenticeship in waiting or has passed the appropriate trade test and who carries out specialised skilled duties in a fine dining room or a restaurant.
- (e) **Food and beverage supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and who has responsibility for the supervision, training and co-ordination of food and beverage staff or for stock control for one or more bars.

A.2.2 Kitchen stream

- (a) **Kitchen attendant grade 1 (wage level 1)** means an employee engaged in any of the following:
- general cleaning duties within a kitchen or food preparation area or scullery, including cleaning cooking and general utensils used in a kitchen or restaurant;

- assisting employees who are cooking;
 - assembling and preparing ingredients for cooking;
 - general pantry duties.
- (b) **Kitchen attendant grade 2 (wage level 2)** means an employee who has the appropriate level of training, and who is engaged in specialised non-cooking duties in a kitchen or food preparation area or in supervising kitchen attendants.
- (c) **Kitchen attendant grade 3 (wage level 3)** means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of kitchen attendants of a lower classification.
- (d) **Cook grade 1 (wage level 2)** means an employee who is engaged in cooking breakfasts and snacks, baking, pastry cooking or butchering.
- (e) **Cook grade 2 (wage level 3)** means an employee who has the appropriate level of training and who performs cooking duties such as baking, pastry cooking or butchering.
- (f) **Cook grade 3 (tradesperson) (wage level 4)** means a commi chef or equivalent who has completed an apprenticeship or passed the appropriate trade test and who is engaged in cooking, baking, pastry cooking or butchering duties.
- (g) **Cook grade 4 (tradesperson) (wage level 5)** means a demi chef or equivalent who has completed an apprenticeship or passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties or supervises and trains other cooks and kitchen employees.
- (h) **Cook grade 5 (tradesperson) (wage level 6)** means a chef de partie or equivalent who has completed an apprenticeship or passed the appropriate trade test in cooking, butchering, baking or pastry cooking and who performs any of the following:
- general and specialised duties, including supervision or training of kitchen employees; or
 - ordering and stock control; or
 - supervising kitchen employees in a single kitchen establishment.

A.2.3 Guest services stream

- (a) **Guest service grade 1 (wage level 1)** means an employee who is engaged in any of the following:
- performing laundry or linen duties including carrying out minor repairs to linen or clothing (for example, buttons, zips or seams) and working with flat materials;
 - collecting and delivering guests' personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;
 - performing general cleaning duties;
 - parking guests' motor vehicles.
- (b) **Guest service grade 2 (wage level 2)** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:
- servicing and cleaning accommodation areas;
 - receiving and assisting guests at the entrance to the establishment;
 - driving a passenger vehicle or courtesy bus;
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- transferring guests' baggage to and from rooms;
 - assisting in the dry cleaning process;
 - performing cleaning duties using specialised equipment and chemicals;
 - providing butler services such as food, beverage and personalised guest service.
- (c) **Guest service grade 3 (wage level 3)** means an employee who has the appropriate level of training and who is engaged in any of the following:
- supervising guest service employees of a lower classification;
 - providing butler services such as food, beverage and personalised guest service;
 - carrying out major repairs to linen or clothing including basic tailoring and major alterations and refitting;
 - dry cleaning.
- (d) **Guest service grade 4 (wage level 4)** means an employee who has completed an apprenticeship or passed the appropriate trade test or otherwise has the appropriate level of training to perform the work of a tradesperson in dry cleaning or tailoring or as a butler.
- (e) **Guest service supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of employees engaged in a housekeeping department.
- (f) **Front office grade 1 (wage level 2)** means an employee who is engaged as an assistant in front office duties including night auditing, performing duties as a telephonist, receptionist or cashier, providing information services or making reservations.
- (g) **Front office grade 2 (wage level 3)** means an employee who has the appropriate level of training and is in the front office engaged in performing duties including as a telephonist, receptionist or cashier, providing information services or making reservations.
- (h) **Front office grade 3 (wage level 4)** means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervising front office employees of a lower classification.
- (i) **Front office supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of front office employees.

A.2.4 Administration stream

- (a) **Clerical grade 1 (wage level 2)** means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.
- (b) **Clerical grade 2 (wage level 3)** means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.
- (c) **Clerical grade 3 (wage level 4)** means an employee who has the appropriate level of training and who performs any of the following duties:
- operates a switchboard, paging system and office equipment;

- uses knowledge of keyboard and function keys to enter and retrieve data through a computer terminal;
 - copy types at 25 words per minute with at least **98%** accuracy;
 - maintains mail register and records;
 - maintains established paper-based filing or records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested and monitoring file locations;
 - transcribes information into records, completes forms and takes telephone messages;
 - acquires and applies a working knowledge of office or sectional operating procedures and requirements;
 - acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries and greets visitors;
 - keeps appropriate records;
 - sorts, processes and records original source financial documents (for example, invoices, cheques and correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking;
 - and who has the appropriate level of training and also performs any of the following:
 - operates computerised radio telephone equipment, micro/personal computer, printing devices attached to a personal computer or dictaphone equipment;
 - produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with at least **98%** accuracy or audio types;
 - uses one or more software application packages developed for a micro/personal computer to operate and populate a database, spreadsheet or worksheet so as to achieve a desired result; graphs previously prepared spreadsheets; uses simple menu utilities of a personal computer;
 - follows standard procedures or template for the preceding functions using existing models or fields of information;
 - creates, maintains and generates simple reports;
 - uses a central computer resource to an equivalent standard;
 - uses one or more software packages to create, format, edit, proof read, spell check, correct, print or save text documents, for example, standard correspondence and business documents;
 - takes shorthand notes at 70 wpm and transcribes with at least **95%** accuracy;
 - arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of an executive;
 - applies a working knowledge of the organisation's products or services, functions, locations and clients;
 - responds to and acts on most internal or external inquiries in their own function area;
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- uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files or archives files;
- maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

(d) Clerical supervisor (wage level 5) means an employee who has the appropriate level of training, including a supervisory course, and who co-ordinates other clerical staff.

A.2.5 Security stream

(a) Doorperson/security officer grade 1 (wage level 2) means a person who assists in the maintenance of dress standards and good order at an establishment.

(b) Timekeeper/security officer grade 2 (wage level 3) means a person who is responsible for the timekeeping of employees, for the security of keys, for the checking in and out of delivery vehicles or the supervision of doorperson/security officer grade 1 employees.

A.2.6 Leisure activities stream

(a) Leisure attendant grade 1 (wage level 2) means a person who acts as an assistant instructor or pool attendant or is responsible for the setting up, distribution and care of equipment and the taking of bookings.

(b) Leisure attendant grade 2 (wage level 3) means a person who has the appropriate level of training and takes classes or directs leisure activities such as sporting areas, health clubs and swimming pools.

(c) Leisure attendant grade 3 (wage level 4) means a person who has the appropriate level of training and who plans and co-ordinates leisure activities for guests and may supervise other leisure attendants.

A.2.7 Stores stream

(a) Storeperson grade 1 (wage level 2) means an employee who receives and stores general and perishable goods and cleans the store area.

(b) Storeperson grade 2 (wage level 3) means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork-lift or who may perform duties of a more complex nature.

(c) Storeperson grade 3 (wage level 4) means an employee who has the appropriate level of training and who:

- implements quality control techniques and procedures;
- understands and is responsible for a stores or warehouse area or a large section of such an area;
- has a highly developed level of interpersonal and communications skills;
- is able to supervise and provide direction and guidance to other employees, including the ability to assist in the provision of on-the-job training and induction;
- may exercise skills attained through the successful completion of an appropriate warehousing certificate;
- may perform indicative tasks at this level such as:

- liaising with management, suppliers and customers with respect to stores operations; and
- detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for more than 10 storepersons;
- maintaining control registers including inventory control and being responsible for the preparation and reconciliation of regular reports on matters such as stock movements or dispatches;
- supervising the receipt and delivery of goods, recording outgoing goods or being responsible for the contents of a store.

A.2.8 Maintenance and trades—other than the cooking trade

(a) Handyperson (wage level 3) means a person who is not a tradesperson and whose duties include performing routine repair work and maintenance in and about the employer's premises.

(b) Fork-lift driver (wage level 3) means an employee who has a recognised fork-lift licence and who is engaged solely to drive a fork-lift vehicle.

NOTE: Employees who operate a fork-lift as only part of their duties will be paid at the level 3 classification rate in clause 18—Minimum rates.

(c) Gardener grade 1 (wage level 2) means an employee primarily engaged in the following activities:

- keeping areas clean and tidy;
- weeding and watering;
- trimming or mowing surrounds or similar areas with hand implements;
- assisting in preparing areas for play;
- assisting in course or green maintenance and construction;
- operating a limited range of vehicles, including motor vehicles;
- performing non-trade tasks incidental to the employee's work.

(d) Gardener grade 2 (wage level 3) means an employee who is engaged in any of the following activities in addition to the work of grade 1:

- operating and carrying out minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences;
 - assisting in the maintenance, renovation and reconstruction of greens and fairways, or the maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees or pruning under supervision;
 - applying fertilisers, fungicides, herbicides and insecticides under general supervision;
 - performing gardening duties including planting and trimming trees, sowing, planting and cutting grass, and watering plants, gardens, trees, lawns and displays;
 - carrying out routine maintenance of turf, synthetic, artificial or other surfaces for play;
 - completing basic records;
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- assisting in the construction and installation of facilities and systems;
- performing tasks incidental to the employee's work;
- handyperson duties;
- supervising gardeners of a lower classification.

(e) **Gardener grade 3 (tradesperson) (wage level 4)** means an employee who has completed trade or equivalent qualifications and undertakes one or more of the following duties (including non-trade tasks incidental to the employee's work):

- operating, maintaining and adjusting machinery as appropriate;
- cleaning machinery and inspecting machinery after each use and reporting any problems to a management employee;
- applying fertilisers, fungicides, herbicides and insecticides as directed by a management employee;
- preparing turf, synthetic, artificial or other surfaces for play;
- maintaining and repairing vehicles or motor engines;
- carrying out repairs and minor renovation work;
- the formation and maintenance of all gardens, lawns and greens;
- the planting, maintenance and care of trees;
- training and supervision of employees of a lower classification, including apprentices.

(f) **Gardener grade 4 (tradesperson) (wage level 5)** means an employee who has satisfactorily attained the appropriate level of training at trade or the equivalent level, together with the additional requirements in supervision or other appropriate specialist modules. In addition to the duties of levels 1 to 3, the employee is also engaged in the following activities:

- supervising and training employees of a lower classification, including tradespersons;
- presenting written or oral reports, including budgets;
- carrying out general liaison with management;
- performing activities requiring application of specialist skills.

A.2.9 Managerial staff (Hotels)

For the purpose of this classification:

hotels means hotels, resorts, casinos, taverns, wine saloons, wine and spirit merchants retailing to the general public and other retail licensed establishments in or in connection with accommodation, with the selling of drinks, preparing and serving food and drinks, cleaning and attending to the premises and all other associated services.

hotel manager means an employee (however designated) who:

- under the direction of senior management is required to manage and co-ordinate the activities of a relevant area or areas of the hotel; and
- directs staff to ensure they carry out their duties in the relevant area or areas of the hotel; and
- implements policies, procedures and operating systems for the hotel;

but excludes an employee who is employed to undertake the duties of senior management or is responsible for a significant area of the operations of one or more hotels. Indicative position titles for such an employee include:

- company secretary;
- chief accountant;
- personnel or human resources manager;
- financial controller;
- industrial relations manager;
- venue manager;
- general/hotel manager;
- executive assistant manager;
- regional manager; or
- a manager to whom any of those positions report or are responsible.

An employee appointed as a Manager must have completed an appropriate level of training in business management or have relevant industry experience, including in supervising employees in one or more areas of a hotel.

NOTE: In a General Hotel, this classification is commonly known as an assistant manager. In an Accommodation Hotel, this classification may include any of the following positions: duty manager; assistant food and beverage manager; assistant rooms division manager; assistant front office manager or equivalent position.

This additional classification does not apply to:

- a hotel manager who is an employee of a proprietary or private company (within the meaning of the Corporations Law) and who holds a sufficient number of shares to entitle them to voting control at general meetings of the company; or
- a hotel manager who is the senior partner of a partnership or who has at least **49%** of that partnership; or
- a parent, spouse or de facto partner, son or daughter of a hotel manager excluded from the additional classification by clause A.2.9.

A.3 Casino Gaming Stream

A.3.1 General

For the purposes of the casino gaming stream:

Appropriate level of training in relation to a casino gaming employee, means that the employee:

- has completed an appropriate training program accredited by the AQF; or
- has completed training to a level or standard imposed by a statutory gaming licensing authority; or
- has been assessed by a qualified skills assessor as having skills at least equivalent to those attained through training referred to in clause A.3.1; or

at 1 January 2010, had been doing the work of a particular classification for a period of at least 3 months.'

core function includes:

- front window cashier duties including exchanging gaming chips for currency, controlling a float, recording transactions and reconciliation duties; and
- bank cashiering including Fill Bank duties such as receiving, disbursing, reconciling and controlling receipt and issue of gaming chips to gaming tables from the Cage and Main Bank duties; and
- Premium Group settlements and buy-in.

cashier function includes supervising employees of a lower classification when required.

casino table game means a casino game played under the control and direction of a table game employee, including games that are normally played at a table and games that include electronic aids to play the game such as Rapid Roulette.

major game means a table game that requires a table game employee to undertake a minimum of 80 hours formal training to learn the game rules and competently deal the game in accordance with the minimum standards of the employer and the relevant casino regulatory authority.

A.3.2 Casino table gaming

- (a) **Casino table gaming employee grade 1 (wage level 2)** means an employee who has the appropriate level of training and deals one major game offered by the casino.
- (b) **Casino table gaming employee grade 2 (wage level 3A)** means an employee who has the appropriate level of training and deals 2 major games offered by the casino.
- (c) **Casino table gaming employee grade 3 (wage level 5)** means an employee who has the appropriate level of training and deals 3 major games offered by the casino.
- (d) **Casino table gaming employee grade 4 (wage level 6)** means an employee (other than a managerial employee) who undertakes table game inspection duties, including ensuring that correct procedures and standards are observed by table game employees of a lower classification.

NOTE: Clause 22—Higher duties applies to a casino table game employee who has not been appointed as a Casino table gaming employee grade 4 but is required to perform any duties of that classification.

A.3.3 Casino electronic gaming

- (a) **Casino electronic gaming employee grade 1 (wage level 1)** means an employee in a casino who has the appropriate level of training and is engaged in any of the following:
 - providing information on customer loyalty programs, electronic gaming promotions or services and facilities within a gaming machine area; or
 - explaining to patrons the playing of gaming machines.
- (b) **Casino electronic gaming employee grade 2 (wage level 2)** means an employee in a casino who has the appropriate level of training and is engaged in any of the following:
 - explaining to patrons the playing of gaming machines and providing pay-outs and rectifying minor malfunctions; or
 - selling and redeeming network gaming games such as Keno, TAB or other network games; or

- conducting network games; or
- explaining to patrons the playing of gaming machines.

A.3.4 Casino Finance stream

- (a) **Gaming finance employee grade 1 (wage level 2)** means an employee engaged to undertake any Count functions including:
- hard or soft count; and
 - shuffling and preparation of playing cards for table games; and
 - destruction of playing cards, dice or similar items for table games.
- (b) **Gaming finance employee grade 2 (wage level 3)** means an employee engaged to undertake any Change Booth functions including:
- limited supervision of gaming finance grade 1 employees; and
 - counting of change and associated change booth duties; and
 - sale and redemption of electronic gaming tickets.
- (c) **Gaming finance employee grade 3 (wage level 4)** means an employee engaged to undertake all grade 2 change functions including supervision of employees of a lower classification when required plus any of the following:
- assisting with the verification of floats and change machines; or
 - training employees in duties and functions of a lower classification; or
 - undertaking one cage function.
- (d) **Gaming finance employee grade 4 (wage level 5)** means an employee engaged to undertake:
- 2 cage cashier functions; or
 - gaming finance revenue audit clerk functions.
- (e) **Gaming finance employee grade 5 (wage level 6)** means an employee engaged to undertake more than 2 cage cashier functions.

A.3.5 Casino equipment technicians

- (a) **Casino equipment technician grade 1 (wage level 2)** means an employee who has the appropriate level of training and who is competent at performing repairs, servicing and installation of non-electronic gaming and associated equipment as well as assisting Casino equipment technicians of a higher grade.
- (b) **Casino equipment technician grade 2 (wage level 3)** means an employee including a tradesperson who has the appropriate level of training and who is competent at performing repairs, servicing and installation of electronic gaming and associated equipment under supervision.
- (c) **Casino equipment technician grade 3 (wage level 4)** means an employee appointed as such who has the appropriate level of training and who without supervision applies technical knowledge and skills to the tasks of installing, repairing, maintaining, servicing, modifying, commissioning, testing, fault finding and diagnosing various forms of video and other electronically or mechanically-controlled gaming equipment. This level also includes an employee required to supervise or check the work of Casino equipment technicians of lower grades.

A.3.6 Casino security

- (a) **Customer liaison officer (wage level 2)** means an employee in a casino who holds appropriate licences and who is engaged to work as an area or door attendant to enforce dress, behaviour and entry requirements at the casino.
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- (b) **Security officer grade 1 (wage level 3)** means an employee in a casino who holds appropriate licences and is required to carry out routine security functions throughout the Casino complex, including the duties of securing, watching, guarding or protecting the premises including responding to alarm signals and incidents.
- (c) **Security officer grade 2 (wage level 4)** means an employee in a casino who performs work as required above and beyond the skills of an employee at grade 1 to the level of their training. At this level an employee is required to perform cash escort and soft drop duties. This level also includes a security employee who, in the opinion of the employer, has no previous relevant experience at this level, and is undertaking the tasks of a surveillance officer while undergoing training and gaining experience during the first 6 months of employment as such.
- (d) **Surveillance operator (wage level 6)** means an employee in a casino required to monitor, observe and report on the operations of the casino by means of visual or remote observation, including the use of electronic surveillance and recording systems as follows:
- input information or react to signals and instruments related to electronic surveillance;
 - keyboard operation to alter the parameters within an integrated security surveillance system;
 - co-ordinate, monitor or record the activities of Security officers utilising a verbal communications system.